

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

FE Systems Support Analyst

## **College/Department**

The Registry

## **Location**

Buxton/Leek

## **Job Reference Number**

0580-21

## **Salary**

£23,725 to £25,944 per annum

## **Reports To**

Assistant Registrar (FE & Skills)

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

To support the Registry FE and Skills Team for the Further Education and Skills (FES) provision across Buxton, Leek and Derby. To work with the Assistant Registrar (FE & Skills) to develop, administer and maintain appropriate systems, processes, and Management Information, as determined by the needs of the FES provision, for all data and reporting activities across the University, making sure that they are compliant with current regulations. To promote excellent customer service and contribute to the development and operation of the FE systems support and reporting service. To support the Registry FE and Skills team to deliver a high quality, professional service to students, delivery teams and external agencies as appropriate.

## **Principal Accountabilities**

1. Support the Registry FE and Skills Team to achieve an efficient and effective service.
2. Regularly review the FE systems, processes and Management Information and take an active role in the development of new practices, procedures and reports to ensure efficiency, compliance and accuracy of data.
3. Keep up to date with developments for the FE Systems to ensure that they are being used to their full potential.
4. Work with suppliers and UoD IT on integration between FE Systems and UoD Systems, including data imports and exports.
5. Take responsibility for the scheduled and remedial maintenance of the FE Systems.
6. Work with key stakeholders to design and deliver relevant and timely management information relating to FES provision.
7. Train and support all areas of the Registry FE and Skills Team.
8. Train and support Senior and Curriculum Leaders and delivery teams across the FE Provision in the access and use of management information systems and processes.
9. Review and develop systems and processes to ensure that data capture, maintenance and Management Information are efficient, relevant and fit for purpose.
10. Work with the Assistant Registrar (FE & Skills), to provide an effective FE Systems support service that meets the needs of students, funding and regulatory bodies and the FES provision that is also in line with the University’s requirements.
11. Ensure GDPR compliance.
12. Engage in external professional networks as appropriate, keeping up to date with knowledge and developments in the FES sector and beyond.
13. Adopt the University’s Core Values and Underpinning Behaviours.
14. Work flexibly and undertake any duties, as required relevant to the level of the post.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* HND/HNC, or relevant experience
* GCSE in English and maths 4-9 or equivalent.

#### **Experience**

* Experience of working in an FE MIS or Student Records department.

#### **Skills, knowledge & abilities**

* Understanding of an academic institution, with ability to demonstrate success in monitoring and evaluating systems to enhance quality and provision of service.
* Extensive knowledge and experience of the ProSuite, particularly ProSolution, ProGeneral and ProAchieve.
* Detailed knowledge of the data structures and features with the ProSuite.
* Detailed knowledge of ILR data requirements.
* Working knowledge of SQL.
* Detailed knowledge and understanding of systems and services in a Further Education environment and their varied applications.
* Ability to create complex reports.
* Analysis and presentation of management information for decision making, and experience of working independently and dealing with unforeseen problems and circumstances.
* Good written and oral communication skills.
* Good I.T. skills, including Microsoft Excel and Access, and proven analytical and problem-solving capability. Proven communication and interpersonal skills and the ability to influence and negotiate.

#### **Business requirements**

* A commitment to live and promote the University values and behaviours.
* Willingness to work outside of normal hours at times as relevant to achieving targets and meeting the needs of the FES provision.
* Ability to work periodically at each location where FES provision activity is delivered. There will be opportunities for home working, when appropriate.

### **Desirable Criteria**

#### **Qualifications**

* Customer care NVQ or other
* Evidence of continuous professional development

#### **Experience**

* Significant experience of the development and support of systems in FES.
* Experience of supporting integration with ePortfolio and tracking systems.

#### **Skills, knowledge and abilities**

* Developing and implementing processes to improve the use of FE Systems at an operational level.
* Awareness of the future developments of systems and data requirements in FES.
* Well-developed people management skills.
* Strong customer focus.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)