Candidate Information

Position: Head of Student Services and Systems
School/Department: Student Services and Systems
Reference: 21/108728
Closing Date: Monday 12 April 2021
Salary: Salary will be commensurate with stage of career
Anticipated Interview Date: Monday 26 April 2021

JOB PURPOSE:

Reporting to the Director of Academic and Student Affairs the postholder works with academic staff and support managers as well as information services technical support at the highest levels in the University. The business critical focus areas for the Head of Student Services and Systems are:

i) Core Student Administration Functions
ii) VLEs
iii) University's Strategic Plan and Digital Transformation Roadmap
iv) Service Delivery and Business Processes

The Head of Student Services and Systems (SS&S) provides high-level leadership and strategic direction for the delivery of the University's student services and systems functions and takes the key leadership role in the implementation, and ongoing delivery, of the integrated Student Information System and Virtual Learning Environment Support and Development model.

The postholder leads and manages the work of the Student Services and Systems team at a strategic and operational level.

MAJOR DUTIES:

1. Lead the cross-functional operational service delivery and implementation of the Student Information System and Virtual Learning Environment Support and Development models across the University within the context of the Corporate Plan and/or changes or statutory compliance, within the external environment. Ensure necessary funding in place.
2. Provide institution-level leadership for the development and ongoing operation of the Student Information System and Virtual Learning Environment and oversee a high quality service support model for users of the system that effectively manages their requirements.
3. Lead and manage the implementation of the Student Information System and Virtual Learning Environment functionality to deliver clear business strategic benefits and their subsequent support.
4. Lead and manage the teams responsible for the development and support of the Student information System and Virtual Learning Environment and the provision of student data as part of the University's statutory reporting obligations.
5. Lead and manage the delivery of the core student administration functions for the University in the provision of all registry services; enrolment and registration, examinations and graduation services including daily assistance to resolution of student issues.
6. Ensure financial control of all aspects of Student Services and Systems activities in support of Corporate Plan. This includes budgeting, forecasting, cost control, and monthly reporting.
7. Engages users through the Functional User Groups and other University Working Groups or Committees to identify and analyse any new system or service requirements. Monitors and refines business processes continuously to ensure that strategic objectives can be achieved.
8. Drive the delivery of strategic, business critical projects that form part of the University's Strategic Plan and Digital Transformation Roadmap.

9. Provides input into the University's strategic planning process and expert advice regarding student information, system functionality and business process. Provides regular reports on progress in Student Services and Systems to the Director, the University Operating Board and other bodies as may be required; and ensures that all external reporting requirements, both public and private, are satisfied.
10. Ensures that Queen's maintains positive and constructive relations with its key external stakeholders in relation to maintenance of the student record e.g. SLC, UCAS, SROC, schools and colleges and their representative bodies, Oracle UK Senior National User Group, the Higher Education User Group etc.
11. Ensure clear and concise communication across the University, for Student Information System and Virtual Learning Environment.
12. Develops strong and effective working relations with Information Services for the ongoing support and development of Student Information System, Virtual Learning Environment and other relevant systems and applications.
13. Works with project groups and committees responsible for the University's major business systems, and provide direction to the Programme Manager and wider team.
14. Oversees the provision of sector-leading customer service to students and staff, ensuring that the highest standards of customer service are set and achieved.
15. Undertake such other management tasks as are required by the University.

Planning and Organising:
1. The post holder will be a key participant in setting the strategic direction of Academic and Student Affairs and the successful realisation of the Corporate Plan.
2. Direct the SIS/VLE activities, across the University, to deliver the desired outcomes.
3. Plan, prioritise and organise individual, team and supplier activities with an appreciation of longer-term goals, ensuring plans supports Corporate Plan requirements.

Resource Management Responsibilities:
1. Ensure the financial plans for Student Services and Systems activities are developed and that services operate effectively within a budget.
2. Initiate and explore ways of improving efficiency, effectiveness and promote improvements in value for money.
3. Assess the workforce implications of the proposed developments including training and development needs and requisite skillsets.
4. Lead and manage staff in a major functional area or service grouping, developing them and raising their performance.

Internal and External Relationships:
1. Builds and maintains relationships with a wide range of stakeholders, internally and externally.
2. Provide advice on SIS/VLEs and its benefits to senior colleagues from all areas of the University.
3. Meets regularly with Programme Sponsor, Programme Board and Steering Groups to report and discuss progress and provide and receive advice.
4. Meet regularly with the project teams to discuss progress and give direction as necessary.
5. Manage relationships with external stakeholders and external suppliers, including contract management/negotiation on behalf of the University.

ESSENTIAL CRITERIA:
1. *A degree or equivalent.
2. *Training and professional qualification, at practitioner level, in project/programme management.
3. *Relevant experience of using formal project management techniques to deliver successful projects.
4. *Extensive experience in the delivery of a significant portfolio of system and change management projects, programmes and business services.
5. *Substantial management experience, able to demonstrate successful team leadership at a senior level, and the ability to support and develop staff at different stages in their career.
6. *Demonstrable change management experience, able to design, implement and manage complex systems and processes with innovation and creativity, and develop a results-orientated, high performance culture.
7. Substantial experience of budgetary control and financial planning.
8. Experience of developing relationships at a senior level with key internal and external stakeholders.
9. Experience of leading, organising and planning a broad range of numerous, complex and long term activities and events in an interdisciplinary environment.

10. Use of applying new technologies to business functions and using ICT to facilitate business change processes.
11. Very strong planning and analytical skills.
12. Very good knowledge of project management tools such as MS Project and Visio.
13. An up to date knowledge of business software.
14. Excellent written and oral communication and presentation skills.
15. Ability to negotiate and influence on complex and potentially controversial matters and to lead by example in formal presentations at a senior level.
16. Ability to analyse and present complex information in a variety of forms (written and verbal) to different audiences in a range of settings.
17. The adaptability to work across functions and departments, collaborating and networking effectively as appropriate, and demonstrating a good grasp of issues in related areas.
18. Output-driven and delivery-focused with the ability to work under pressure and meet deadlines and targets.
19. Ability to act on own initiative and to bring a creative and flexible approach to resolving problems.

DESIRABLE CRITERIA:
1. Experience of working in Higher Education Sector including an understanding of the challenges faced by the sector.
2. Experience of working in an environment with formalised governance structures.
3. Experience of managing support functions for complex critical business systems.