



1 Advertisement

Post Title: Training and Support Assistant Consultant

School/department: Student Experience

Hours: Full Time

Requests for flexible working options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Fixed term for 18 months

Reference: 20840

Salary: starting at £32,411 to £36,333 per annum, pro rata if part time

Placed on: 09 June 2023

Closing date: 30 June 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: 01 August 2023

This is an exciting opportunity for an experienced training professional to play a major role in delivery of the new Student Information System at the University. The Training and Support Assistant Consultant will support users of the new Student Information System, and design and delivery of training materials to support users in the use of the new system.

To be successful in this role you will be able to demonstrate excellent inter-personal and clear communications skills and have the ability to convey complex, technical information to all levels of staff. You will have excellent IT skills, and experience of technical authoring and developing training materials using a range of different tools. This is a great opportunity to be part of a sector leading digital transformation in higher education.

The University of Sussex is a renowned, research-led international University, located next to the beautiful South Downs and a short train journey from the centre of the vibrant city of Brighton and Hove. The University is easily accessible by public transport, with dedicated cycling routes, and are right next to the A27.

Below are our benefits that you will get from day one:

- Hybrid working, with up to 50% remote working
- Generous Pension Scheme
- Life insurance of up to three times your annual salary for any pension-enrolled employees
- Ability to purchase additional Annual Leave through our Scheme

- Discounts on public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan
- Considerable discount on our superb on-site Gym Facilities

This is a full-time fixed-term role, and is suitable for a job share and hybrid working.

Please contact Jo Corbett, Assistant Director, Student Systems and Projects
j.corbett@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

Please find further information regarding the school/division at [Student Experience : Professional Services : Schools and services : Staff Hub : University of Sussex](#)

3. Job Description

Job Title:	Training and Support Assistant Consultant
Grade:	G6
School/Division:	Student Experience
Location:	Bramber House / Student Centre
Responsible to:	Assistant Director, Student Systems and Projects
Direct reports:	N/A
Key contacts:	Change Manager SIS Project Team Key Business Users Business Analysts SIS Technical Team Supplier Product and Project Management Team System users in the relevant business areas

Role description:

Assist with the provision of expert advice and insight within relevant specialist area to help to develop and deliver training, address problems, make recommendations to the project team and Senior Users to support improvements to maximise efficiency and effectiveness.

The postholder will be responsible for first-line operational support for users of the new Student Information system; the design, delivery, presentation and communication of specific training materials; provide advice on how to leverage the technology to meet business need; carry out system administration and maintenance tasks; and liaise directly with relevant teams in ITS to resolve technical faults.

PRINCIPAL ACCOUNTABILITIES

- Provide information, advice and guidance for senior users, senior consultants and the project team within the organisation on improvements to services and activities related to a specific area of expertise.
- Assess queries and potential issues, identifying options, providing resolution or recommending solutions, liaising closely with relevant operational teams.
- Support the implementation of improvement solutions through planning and delivery of user support and training.

KEY RESPONSIBILITIES

- Develop and maintain effective relationships across the organisation to engender confidence and trust in the advice provided at all stakeholder levels
- Provide advice to senior users, senior consultants and the project team on best practice based on regularly updated knowledge within own area of expertise.
- Monitor and analyse Key Performance Indicators, to assist in the identification of risks, errors, problems and improvement opportunities.
- Identify options and make recommendations to address or improve problem areas.
- Provide expertise and support in understanding the impact of the recommended action and help to build plans for implementation.
- Support the project team on the production and maintenance of training plans for solution implementation and ensure that these are shared with key stakeholders
- Lead the design and delivery of training and support materials for implementation plans where appropriate.
- Deliver training to develop capabilities in line with required changes.
- Work closely with relevant teams across the organisation encouraging sharing of best practice and collaboration in improving processes and procedures.
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.
- The post holder reports to the Assistant Director, Student Systems and Projects, working under comprehensive direction within a clear framework the post holder will manage their

own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division.

- The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Of graduate calibre or with relevant professional qualification or experience, as appropriate to the discipline (see role-specific criteria below)
2. Effective planning and organisational skills.
3. Excellent interpersonal skills with the ability to quickly build rapport with the ability to effectively influence other in area of expertise, effectively contribute to team working.
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries, with the ability to present complex ideas in a way that can be understood by the relevant audience.
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manage own workload.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Confident working knowledge of designing and delivering system training.
2. Experience of providing first-line system user support.
3. Experience of technical authoring and developing training materials using a range of different tools.

DESIRABLE CRITERIA

1. Demonstrable experience in a similar role.
2. Demonstrable experience working in a university or similar environment.
3. Experience of working within a project to deliver user training and support.
4. Experience of working with the Ellucian CRM Recruit and Banner solutions.