1   Advertisement

Post Title: Senior Information & Systems Manager
School/department: Research & Enterprise Services/Research Information, Quality & Impact
Hours: Full time or part time hours considered up to a maximum of 1 FTE. Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 9094
Salary: starting at £43,414 to £51,805 per annum, pro rata if part time.
Placed on: 19 July 2022
Closing date: 16 August 2022. Applications must be received by midnight of the closing date.
Expected Interview date: to be confirmed
Expected start date: As soon as possible

Applications are invited for this full time post in Research and Enterprise Services, which is responsible for providing professional services and support for the University's research and knowledge exchange activities.

Following on from our excellent REF 2021 results, this is a fantastic time to join a newly formed team and this particularly exciting role has a focus on providing key management information to inform strategic and operational decision making, as well as responsibility for the core systems in use in the Division.

The successful candidate will have the opportunity to work with academic and professional services colleagues across the institution, helping to deliver the vital system support and management information which underpins and informs our research and enterprise aims and ambitions.

You will have extensive experience of delivering insightful business intelligence and/or a strong system support background. Experience of managing teams in these areas is also important.

You will also have strong analytical skills, display excellent attention to detail and an ability to communicate complex information to technical and non-technical audiences visually, in written form and verbally.

Please contact Mark Chee, Head of Research Information, Quality and Impact (m.chee@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
https://www.sussex.ac.uk/research/about/research-and-enterprise

3. Job Description

Job Description for the post of: Senior Information & Systems Manager

Department:	**Research & Enterprise Services**
Section/Unit/School:	**Research Information, Quality and Impact**
Location:	**Falmer House / Hybrid**
Grade:	**8**
Responsible to:	Head of Research Information, Quality and Impact
Responsible for:	Management Information Analyst
Research Intelligence Adviser
Key Contacts:	All RES colleagues; Directors of Research & Knowledge Exchange; Research & Enterprise Co-Ordinators; ITS; Finance; HR; Library
Role description:	To develop and maintain the operational and IT-based processes and systems required by the Division and the wider University for the management of research and knowledge exchange activities.

This post underpins the University's research and business intelligence provision. The role requires a high level of internal customer focus and the ability quickly to assimilate requirements and to design solutions. |

PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote and maintain high quality research information and data resources to Sussex internal stakeholders, engendering a culture of continuous improvement.

2. Ensure the delivery of outputs of the department.

3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.

4. Work in partnership with other key stakeholders to ensure seamless service.

5. Manage the support and administration for the University's research management system/s.

6. Lead on the provision of management and operational information relating to the University's research and knowledge exchange portfolio.

KEY RESPONSIBILITIES

1. Departmental Management and Leadership
1.1 Provide management and leadership to motivate the team to achieve targets and objectives
1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department
1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working
1.4 Support the development of others, providing training and coaching in area of expertise
1.5 Foster an ethos of continuous improvement

2. Service Delivery
2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
2.3 Contribute the development of RES strategic planning process
2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.
2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.
2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area
2.7 Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions.

3. Policy and Procedure
3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.
3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.
3.3 Ensure appropriate governance is in place for area of expertise.

4. Customers and Stakeholders
4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, initiate and develop relationships, providing

data and information to inform decisions as necessary, showing appropriate sensitivity when needed.

4.2 Persuade, influence and negotiate as appropriate to further the objectives of the University

5. Information Provision and Systems Administration/Support

5.1 Ensure the support, maintenance and on-going development of the University's research management system, covering the full lifecycle and range of research and knowledge exchange activities.

5.2 Responsibility for the core user administration of the RMS, including templates, default values, categorisation lists, cost templates, and so on.

5.3 Responsibility for the design, implementation, and on-going development of appropriate operational and management reports to support the academic Schools' management and administration of their research and knowledge exchange activities.

5.4 Production of monthly, quarterly, and annual reports, with analysis and commentary for senior leadership groups and committees (including UEG, RaKE Committee, Senate).

5.5 Provision of self-service and automated delivery reporting, including "on-demand" and management "dashboards".

5.6 Production of relevant elements of statutory returns, including REF, HESA, HE-BCI (KEF).

5.7 Organising and delivering of relevant system training events for RES and the wider University community. Advising on the correct use of the systems and helpdesk provision in respect of the use of RES management systems.

5.8 Manage the relationship with external software suppliers.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 2 staff.

- Manage a non-staff budget of £77k.

- The post does not have responsibility for equipment, but does have responsibility for subscription services.

- The post holder reports to the Head of Research Information, Quality & Impact, working under broad direction to enable the post holder to manage their own work and that of their team members, to achieve their agreed objectives. The role holder will play a key role as part of the RIQI team leadership in supporting 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.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Educated to degree level or with equivalent experience and/or professional/technical qualifications in a systems or information related field.

2. A detailed applied and theoretical knowledge and understanding of research information, metrics and digital systems.

3. Effective management skills.

4. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood the audience.

5. Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.

6. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.

7. Analytical skills with the ability to generate effective solutions and make effective decisions

8. Commitment to customer excellence.

9. Effective IT Skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Understanding of relational databases and the principles of management information provision.

2. Knowledge of statistical and non-statistical analysis techniques for application to structured and unstructured information.

3. Substantial experience of using complex information systems to provide analysed reports, including commentary, writing for informed and non-expert audiences.

4. Experience of managing software and system development projects, including corporate information system development projects.

5. Advanced knowledge of reporting tools (Cognos, Power BI or similar) and a high proficiency in desktop tools.

6. Ability to work under pressure, prioritising and organising own and others' workload effectively to meet tight deadlines.

7. Ability to interpret user requirements and to explain to non-technical audiences.

8. Ability to analyse quantitative and qualitative information, and to produce succinct, informative numerical and textual reports.

9. Highly motivated and able to work with little supervision, working on own initiative and as part of a team, accepting individual responsibility.

10. Experience of managing contractual relationships with external software suppliers.

DESIRABLE CRITERIA

11. Knowledge of the Higher Education sector.

12. Well-developed knowledge of research management environments and a knowledge of the broad research process in HE and the current research policy context of UK higher education add further bullets as required.

13. Understanding of current corporate systems: Unit4, pFACT, SciVal and Altmetric.

14. Line management in an information production context.