UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Assistant Director, Student Systems and Projects
School/department: Student Experience Division
Hours: 1 FTE
Contract: Permanent
Reference: 5856
Salary: Competitive
Placed on: 24 May 2021
Closing date: 25 June 2021. Applications must be received by midnight of the closing date.
Expected Interview date: W/C 19 July 2021
Expected start date: Immediate start

This is an exciting opportunity to join the Student Experience Division at the University of Sussex, and to play a lead role in driving the vision and direction for student support systems across the University. We are looking to recruit an Assistant Director to provide leadership and support to the ongoing development of new student technology applications, projects and processes. This is a new, senior post, that will drive forward initiatives designed to make significant improvements to the student experience.

Operating at executive level, you’ll work closely with the University Project Executive, PVC (Education & Students), and the Senior Responsible Officer, Director for the Student Experience, to ensure the University’s new student systems deliver on their ambitious objectives. Using your highly developed communication and stakeholder engagement skills, you’ll build trust and facilitate agreement, leading positive change across all areas of the University.

As a member of the Division for the Student Experience’s Senior Leadership Group, you’ll work with the Senior Responsible Officer, developing effective working partnerships with colleagues, students, and external stakeholders, to support successful delivery of the Student Information System and other new student systems.

You’ll be a strategic thinker and a proven leader, with an innovative approach and a flair for managing change. You’ll be adept at communicating a vision and strategy and inspiring colleagues to engage, with the skills and experience to translate strategy into practical outcomes. You’ll have excellent project management skills, gained within complex environments, and experience of operating at senior levels within a Higher Education context. A constructive team player, your ability to motivate will be evidenced by a track record of excellent service delivery.

This is an opportunity to be at the forefront of developments that will ensure a suite of systems that support delivery of the highest quality of experience for students and staff. To find out more, please contact Wendy Tozer at w.j.tozer@sussex.ac.uk who can arrange an informal conversation with the Director.

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.
2. The Division

Student Experience

Please find further information regarding the division at http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience

https://student.sussex.ac.uk/experience/award

3. Job Description

Job Title: Assistant Director – Student Systems and Projects

School/Service Division for the Student Experience

Reports to: Director for the Student Experience

Grade: 10

Main Purpose of Job

To work with the Student Information System (SIS) Senior Responsible Officer, to provide leadership and support, promote, implement and contribute to the ongoing development of new student technology applications, projects and processes.

To ensure appropriate working partnerships are in place with colleagues, students, and external stakeholders, which are conducive to the effective realisation of the SIS and other new student systems.

As a member of the Division for the Student Experience’s Senior Leadership Group, contribute to and support initiatives designed to make significant improvements to the student experience.

Key Duties & Responsibilities

1. Provide executive level support to the University Project Executive PVC (Education & Students), and the Senior Responsible Officer Director for the Student Experience, to ensure that Student Information Systems, and other key new student systems, deliver agreed objectives and continue to do so through a process of periodic review.

2. To support the Director for the Student Experience to provide the vision and direction for student support systems within the Division for the Student Experience and across the University, designing specifications that will meet user needs whilst being the lead contact for Sussex Projects in developing business cases, PIDS and other project documentation.

3. Establish clear understanding, expectations and involvement of key stakeholders building trust and operating with integrity; question established work processes or assumptions seeking to minimise complexities; facilitate agreement and overcome resistance to change; clarify direction and demonstrate a positive attitude towards change.
4. In consultation with stakeholders deliver and implement solutions and changes to systems and working practices that place an emphasis on continual service improvement and ensure new services deliver a high-quality service for the University’s staff and students.

5. Work with business process owners to research, review, construct and present proposals for new or amended processes and policies required as a result of the Student Information System and/or other linked systems.

6. To manage and coordinate the use of all online student support processes and systems by staff within the Division for the Student Experience by proving ongoing support to practitioners, Chairing Practitioners User Group responding to queries and play a key role in the customer facing work of the Division.

7. To receive feedback from, and to provide advice and guidance to the University’s senior managers, including Cluster and School-based managers, on key matters arising from the Student Information System Project. In particular, the consistent implementation of agreed process improvements to support the student lifecycle.

8. Lead and/or make a significant contribution, ensuring the provision of expert advice and guidance, to the institutional committees and groups governing Student Information System project to ensure desirable outcomes.

9. On behalf of the Division for the Student Experience lead the liaison with ITS regarding upgrades, change requests and rule set changes for student information and support services software systems principally SIS, Online 24/7 Student Support System, Spirit of Sussex Award (Abintegro) Residential Services (Star Rez) and, Riipen, CV 360 and Career Hub.

10. To take the Senior Customer lead role in user acceptance testing of new/upgrading student information and support systems, and to alert the University’s technical support teams, to functionality or continuity issues or threats.

11. To provide oversight and manage Change Control Processes to ensure that any system changes within Division for the Student Experience are managed correctly and that the full impact and risks are known before any such change is implemented.

12. To have full oversight of and accountability for the operational elements of student support processes and systems with knowledge of how these systems/processes interface with each other and across other University wide processes.

13. Take the lead in maximising the use and impact of student support systems management reporting and to provide a rich set of management information and data reports that will be used to set and monitor KPIs and service targets in order to ensure online student delivery channels are working at optimum.

14. Organise and direct the work of the SIS business team so that its objectives are met, and it is operating efficiently and effectively, promoting a high performance culture and excellent customer service throughout the SIS business team.

15. Play a crucial part in establishing and maintaining the University’s reputation and profile nationally (and internationally where appropriate) on issues relating to the student support systems benchmarking and developing KPIs where appropriate so that the University can be seen as a leader exemplifying best practice, sharing it as appropriate and learning from the experience of others.
16. To be a key member of the Division for the Student Experience Leadership Group and, in consultation with the Director, make decisions regarding the priorities of the Team, making recommendations for systems service improvement.

17. Contribute, as required, to wider University and Division aims, working with the Director for the Student Experience and other senior University colleagues on matters of strategic importance.

18. Balance effectiveness and cost-efficiency in the management of the budget you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles.

19. To undertake any other as reasonable duties and responsibilities requested by the Director for the Student Experience.

Job Context

1. 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. 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.

2. The post holder reports directly to the Director for the Student Experience, but enjoys a high level of autonomy and responsibility to enable the post holder to manage their own work to achieve the strategic and operational goals of the University, Professional Services, their Division and their agreed objectives. 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.

Dimensions

1. The postholder will have operational responsibility for the Student Information System project budget (£11m) as well as the staffing and operational budgets for the areas of delivery within the scope of the role (to be determined as a result of the Divisional reconfiguration).

2. The post holder will be responsible for making decisions relating to project and operational delivery, including on priorities for delivery, budget and staffing. They will also be responsible for making longer term strategic decisions, including in relation to structural changes to effect long term efficiencies, and to realise the benefits of the Student Information System project (relating to staffing efficiencies and improved student satisfaction).

3. To form part of the DSE Duty Team, providing an out of hours advisory service to colleagues. To undertake such other duties as may be required from time to time by the Director for the Student Experience commensurate with the level of responsibility of the role, including deputising for the Director/Associate Director in their absence.
**Internal and External relationships**
- University Executive Group
- Division for the Student Experience
- Information Technology Services & PMO
- Professional Services Leadership Team
- Project Review Group

**Person Specification**

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<th>Person Specification Element</th>
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| **Skills**                   | - An ability to think in strategic terms and a willingness to exercise leadership.  
- The capacity to innovate and lead change management.  
- An ability to develop and manage plans of work within the context of the University’s Education & Students (Learn to Transform) Strategy.  
- An ability to engage colleagues across the University in the pursuit of the University’s Education & Students (Learn to Transform) and to translate that strategy into practical outcomes.  
- Excellent leadership, team building and decision-making skills combined with the ability to motivate staff within an ethos of individual and collective responsibility for actions and exemplary service delivery.  
- Excellent communication and interpersonal skills to engage and influence colleagues with the capacity to be a constructive team player  
- Excellent project management skills within a complex environment.  
- Confident and competent in the use of software and computer systems and highly literate in IT and reporting tools  
- The ability to represent the University externally at the highest level.  
- Demonstrable personal and professional commitment to the University’s strategy, vision and values. |

| Qualifications               | 1. Educated to degree level with evidence of progressive professional development.  
2. Project management or professional level qualification is desirable. |
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| Knowledge                    | - Substantial knowledge student systems within a higher education context  
- Knowledge of customer enquiry management processes and systems  
- Knowledge of statutory reporting requirements within UK higher education providers |
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| Experience                   | - Experience of leadership at an appropriate level within higher education, including management of staff and resources. |
• Significant experience of managing, or making a significant contribution to, large change, business process and systems projects.
• Proven record in effectively leading and managing a diverse team.
• Extensive experience of developing, implementing supporting education and student experience strategy, policy and procedures.
• Detailed knowledge and understanding of current issues for education and student experience, with a particular focus upon higher education.
• A results and delivery track-record, evidence of setting and achieving clear and challenging performance goals.
• Demonstrable evidence of excellent business acumen and managing complex operations within budget.
• Evidence of working collaboratively across organisational boundaries to achieve corporate goals.
• Evidence of a proactive approach to generating new ideas, seeing and seizing opportunities and the ability to create and communicate these plans.
• Demonstrable experience of policy development and the delivery of complex projects.
• Evidence of experience of working in a customer focused environment and delivering exceptional customer service to stakeholders.

Personal Attributes

• Demonstrable evidence of excellent business acumen; policy development and delivery of managing complex operations and projects within budget.

• Demonstrable ability to negotiate sensitive and complex relationships and situations.

• Demonstrable personal and professional commitment to the University's strategy, vision and values.