


**Role: Senior Systems Manager – Student Records System**

**Directorate, Team: Finance & IT, IT**

**Reports to: IT Director**

**Contribution Level: 2**

<p><b>To achieve our mission, we have four strategic priorities supported by four enablers</b></p>	<p><b>Essential life skills</b></p>		<p><b>Improving systems, processes, and infrastructure</b></p>
	<p><b>Skills for jobs</b></p>		<p><b>Building income and ensure sustainability</b></p>
	<p><b>Learning networks</b></p>		<p><b>Engage effectively with key stakeholders</b></p>
	<p><b>Striving for learner Success</b></p>		<p><b>Develop our people and culture</b></p>

**Role Purpose:**  
 Provide strategic leadership and management of the system ensuring it delivers for both our staff and learners. Risk management is key, alongside a plan to develop the system using both the internal and external environment as context for improvements.

Lead the maintenance of the Student Records Systems and develop integration between all of the WEA systems. You will be the lead technical specialist in integration services. You will also work with key stakeholders to provide expertise and support to other WEA systems.

Lead and manage relationships with key stakeholders including key suppliers and work in partnership with Senior Managers to deliver improved Student and Integration services.

- Key deliverables (max 6):**
1. Lead the management of the design, structuring, and maintenance of the Student Records Systems, Tribal's EBS, supporting activities and providing oversight of application security provisions to maintain our CE+ certification. Specifically, implementing and supporting the SRS systems
  2. Contribute to the development and implementation of the ICT strategy, plans, and policies as a senior manager of the ICT management team
  3. Develop, design, and implement short and long terms plans to ensure ICT applications meet existing and future capacity and capability requirements
  4. Lead the design, structuring and develop all aspects of the WEA integrations between key systems
  5. Develop procedures and associated implementation, testing and training plans for applications and database administration, security, and data management
  6. Develop standardised systems and processes

- Key performance measures (linked to deliverables):**
1. Uptime of organisational systems
  2. System issues resolved swiftly
  3. System upgrades/updates completed with minimal disruption
  4. User feedback on systems
  5. Complete and accurate documentation

**What you need to do the job:**

<p><b>Experience &amp;/or Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience</li> <li>• PRINCE 2 or other Project Management frameworks or equivalent experience</li> <li>• Experience of managing a Student Records System and providing system administration</li> <li>• Knowledge of how adult education is funded.</li> <li>• In depth experience of using data processing systems</li> <li>• Experience of administrative processes, workflows, and data</li> <li>• Experience of maintaining, developing integrations between systems</li> <li>• Experience of testing software</li> <li>• Experience managing significant systems projects</li> <li>• Experience of introducing automation, account provisioning and de-provisioning</li> <li>• Powershell or other scripting experience</li> <li>• HTML5/Javascript/XML experience</li> <li>• Integration experience including RESTful API, SOAP API's, 3 layer architecture model, proxies</li> <li>• SQL DB admin and SQL scripting experience</li> </ul>	<p><b>Key Skills – Learned &amp; applied ability (max 6)</b></p> <ul style="list-style-type: none"> <li>• Ability to manage budgets and resources</li> <li>• IT / System requirement capture</li> <li>• Develop database structures and interfaces with other software.</li> <li>• Excellent interpersonal skills</li> <li>• Experience of delivering automated business and ICT process solutions</li> </ul>	<p><b>Key competencies – behaviours/attitudes that lead them to be successful in a job. (core 3 plus 3related to role)</b></p> <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Collaboration</li> <li>• Customer Service</li> <li>• Delivery Focus</li> <li>• Relationship Building</li> <li>• Problem Solving</li> </ul>
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