

**It is important to note that this job description is a guide to the work you will be required to undertake. It may change from time to time to meet the needs of the service. It does not form part of your contract of employment**

**Job Description for the post of:**

## **Faculty of Education Information & Systems Analyst – Fixed Term EHA0744-1218**

The post-holder will be:

**Accountable to:** Dean of Education

**Reporting to:** Partnership Development Operations Manager

This post is located within the Faculty of Education (FoE) Partnership Development Team. The postholder will be accountable to the Dean of Education, through the Partnership Development Operations Manager, for the efficient organisation of information and systems within the Faculty. The postholder will manage the day-to-day aspects of the Faculty's placement management system, InPlace. The postholder will be required work effectively across the Faculty, establishing a firm knowledge of Faculty processes to ensure systems remain current and useful.

The practical application of excellent numerical, analytical and IT skills; the ability to build and maintain highly effective working relationships with customers and colleagues; along with both the aptitude and motivation to develop knowledge and skills of systems, report design and project management techniques will be fundamental requirements of the role. A positive, customer focussed, self-motivated approach will contribute to the delivery of high levels of professional standards and behaviours and to the continuing delivery of excellent customer service.

### **The Post**

The post holder will report principally to the Partnership Development Operations Manager and will be responsible for the following duties and responsibilities:

## **Main duties and responsibilities:**

### **1. Working with colleagues, stakeholders and suppliers in shaping, controlling and delivering systems change management.**

- a) Analyse and interpret information from a variety of sources to understand business challenges and identify and deliver appropriate change.
- b) Foster excellent business relationships with partners, users and students to enhance user experience.
- c) Keep up to date with policies and procedures for partnership development administrative processes in order to facilitate change management.

### **2. Be responsible for business change projects.**

- a) Plan and lead the implementation of new processes and system changes, including ongoing process review and associated documentation.
- b) Produce and communicate relevant updates and briefings on developments related to systems and processes and track and amend documents and manuals as necessary.

### **3. Liaise with colleagues across the University to drive projects to successful completion.**

- a) Work collaboratively with colleagues to identify and scope change requirements, contributing actively to project groups and cross-department developments.
- b) Lead the testing of new developments within InPlace including upgrades and enhancements, logging and resolving issues.
- c) Create clear communications and procedure notes in relation to changes to operational activities and procedures.

### **4. Work flexibly within a rapidly changing, dynamic project environment.**

- a) Manage and lead upgrades and system fixes.
- b) Support and actively contribute to projects outside the Faculty of Education when required, providing expert advice and support to a variety of stakeholders.
- c) Provide trouble-shooting advice and support to Faculty colleagues, escalating issues to the correct internal stakeholders or external partners.

### **5. Manage and cultivate supplier relationships.**

- a) Play a proactive role in any internal or external strategic partnership meetings.
- b) Maintain and develop excellent working relationships with key supplier staff and contacts at a range of levels, at all times working

in partnership with colleagues in IT Services and other internal stakeholders.

**6. Support and encourage continuous improvement.**

- a) Support activity to maintain a central log of developments and extended attributes required in the system.
- b) Set up and manage processes to ensure the log is regularly updated and that actions are undertaken in a timely manner.
- c) Implement and manage processes to gather feedback on use liaising with key stakeholders to initiate innovation and change.
- d) Produce reports as required by senior managers, programme leads and other Faculty colleagues.

**7. In addition to the above, Edge Hill staff are required to:**

- a) Participate in Edge Hill's Performance Review scheme.
- b) Respect confidentiality. Confidential information should be kept in confidence and not released to unauthorised persons
- c) Comply with legislation and adhere to Edge Hill's policies and procedures and attend appropriate training as required, including Health and Safety
- d) Manage and enhance their own personal performance
- e) Participate in work-related training and staff development
- f) Perform additional duties as required by line manager.
- g) Participate in Edge Hill's Performance Review and Development scheme.
- h) Adhere to Edge Hill's environmental policy and guidelines and undertake tasks in a sustainable manner.
- i) Demonstrate excellent customer care in dealing with customers.

**Salary:** Grade 6, Points 23-26. Please see advert for details

**Hours:** 36¼ hours per week

**Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.**

## PERSON SPECIFICATION

### Faculty of Education Information & Systems Analyst EHA0744-1218

**CRITERIA:** Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	Method of assessment (I/A/T/P)
	<b>Qualifications</b>			
1	Qualified to degree level or appropriate work experience.	*		A
	<b>Experience and Knowledge</b>			
2	Experience of planning activities and detailed projects well in advance	*		A/I
3	Experience of writing training manuals and procedures, updating communications and delivery of training briefings.	*		A/I
4	Good working knowledge of placement management systems or similar business systems.	*		A/I
5	Good understanding of how ICT can be exploited to enhance and support student-facing business processes.		*	A/I/P
6	Experience of initiating and leading change	*		A/I
7	Substantial experience of working across organisational boundaries and stakeholder management.	*		A/I
8	Good working knowledge of ITT administrative processes and procedures.	*		A/I

	<b>Abilities/Skills/Competences</b>			
9	Ability to demonstrate a customer-focussed, strategic mindset.	*		A/I
10	Ability to write clearly, succinctly and correctly in a well-structured and logical way.	*		A/I
11	Proven ability to use negotiating, influencing, presentational and networking skills to deliver change.	*		A/I

\*Method of assessment: Interview, **A**ssessment, **T**est, **P**resentation