

Job Description

Job Title: SITS Technical Manager
Department: Registry
Grade: E
Location: Guildhall School of Music & Drama
Responsible to: Academic Registrar

Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

This is a specialist technical role playing a key part in ensuring that the School's Student Information System is up to date and continues to meet the needs of the School. This role is responsible for carrying out SITS development, maintenance and system configuration activities supporting a key business area for the School, including any associated and integrated application upgrades and interfaces to applications within other business areas. The post holder will liaise with the service providers (Tribal) and IT infrastructure team to ensure the system is maintained, secured, resilient, and compliant with institutional and regulatory requirements. The role plays an important part in supporting the School's wider digital transformation and student systems strategy.

Main Duties & Responsibilities

1. Own and manage the ongoing technical development, maintenance, and configuration of SITS, ensuring all activities are scheduled, resourced, and executed successfully.
2. Own the release and deployment process for SITS implementations, upgrades, patching and changes.
3. Define new system requirements, research solutions and provide expert advice for planning the ongoing development of SITS aligned with the vendor roadmap.
4. Support the ongoing modernisation and optimisation of the School's student systems ecosystem.
5. In conjunction with the Assistant Registrar and other stakeholders, manage the implementation of new application updates, modules and functionality when required.

6. Manage and implement technical SITS projects, business process changes, and integrations with internal and external systems, including finance systems, online payment providers, identity management platforms, and other enterprise applications.
7. Provide expert technical advice to key business areas on all aspects of SITS and associated and integrated applications.
8. Support reliable student data flows, data quality, reporting processes, and integrations across institutional systems, including statutory reporting and business intelligence requirements.
9. Own and manage SITS issues, major incidents, and problems, liaise with the vendor, and produce incident reports for the Registry and management team.
10. Be responsible for the delivery of ongoing housekeeping measures to ensure systems meet audit, security, and information management requirements.
11. Liaise with the IT infrastructure team to ensure disaster recovery arrangements are in place.
12. Ensure the system is fully documented, including the core system structures, links between the systems, and the core business processes supported by the systems.
13. Ensure there is an effective change management process for all SITS stakeholders.
14. Keep internal and external stakeholders informed of progress, key risks, issues and decisions.
15. Support accurate forecasting of internal and external resource requirements.
16. Identify, investigate, and resolve technical issues and system-related problems.
17. Work with internal stakeholders to ensure effective engagement at all levels within the School.
18. Develop and maintain an expert working knowledge of SITS, eVision and associated student systems, and act as a key point of technical expertise and guidance.
19. Undertake any other duties as may reasonably be required by the Academic Registrar.
20. Participate in the planning of future services, undertaking research and providing advice on strategies and solutions, considering both functionality and security of SITS, and their effect on the School's IT infrastructure.
21. Working within the broad strategic direction and, together with the Assistant Registrar, determine workload priorities and work collaboratively with stakeholders to optimise SITS usage.



22. To take reasonable care for their own health and safety and that of other persons that may be affected within their own working environment in accordance with the Guildhall School and City of London's Health and Safety procedures.
23. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
24. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.

Person Specification

Job Title: SITS Technical Manager
Department: Registry
Grade: E
DBS Criterion: (delete as appropriate)
No DBS
Security Vetting Criterion: (delete as appropriate)
No security vetting is required
Politically Restricted Post Criterion: (delete as appropriate)
This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

Professional Qualifications / Relevant Education & Training

1. Educated to degree level or equivalent level of professional experience in Higher Education: Computer Science, Information Technology, or a related field. (A I)

Experience Required

1. Experience with cloud-based deployments of SITS. (A I)
2. In-depth knowledge of Tribal SITS functionalities, configurations, and best practices. (A I)
3. Technical skills in SITS system tools (SRL syntax, tasking, vistas, document manager), APIs, data integrations, and interface technologies.
4. Advanced IT skills with existing knowledge of one or more of the following:
 - HTML and CSS
 - Javascript/JQuery
 - SQL

- Experience of querying and analysing large and complex datasets for communication to a variety of audiences (eg HESA, HESES). (A I)
- 5. Detailed knowledge of Higher Education sector requirements in respect of the management of information, Data Protection legislation and statutory reporting requirements. (A I)
- 6. Experience of integrating SITS with finance systems, payment gateways, CRM platforms, identity providers, and other enterprise applications. (A I)
- 7. Proven project and change management skills. (A I)
- 8. Excellent stakeholder management, communication, and collaboration skills, with the ability to communicate complex technical information effectively. (A I)
- 9. Excellent analytical and problem-solving skills. (A I)
- 10. Experience of managing multiple projects and priorities. (A I)
- 11. Calm, professional approach to delivering excellent customer service. (A I)
- 12. Proven ability to work both independently and collaboratively within teams. (A I)
- 13. Relevant training and certifications from Tribal SITS or similar student information systems. (A)
- 14. Experience in developing and implementing SITS integration solutions. (A)

Technical Skills & Knowledge

1. Minimum of 5 years of experience working with Tribal SITS or similar student information systems in a technical capacity. (A I)
2. Experience working with cloud-based SaaS platforms and enterprise integrations. (A I T)

Other Relevant Information (e.g. working hours if applicable)

1. 35 hours week

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £49,150 - £55,000 per annum including Inner London Weighting, inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on permanent basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment, and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have



will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.