



Job Description

Systems Support Manager / Developer

Responsible to: Director of Student Information

Start Date: 6 September 2021

Contact Type: Permanent

Duties and responsibilities

In the first instance, your duties and responsibilities are listed below. As the needs of the College change, you will be expected to take on or relinquish responsibilities as directed by the Director of Student Information or members of the Senior Leadership Team.

Role specific responsibilities

1. To act as a first point of contact for helpdesk, telephone and email queries relating to college systems, liaising with students, staff and other college departments and stakeholders. Ensure issues are followed up appropriately, keeping records of queries and resolutions.
2. To deliver staff and student inductions and training sessions on the various college systems.
3. To carry out testing and auditing of college systems, assisting the Systems Director of Student Information with upgrades and service developments, including undertaking testing of new functionality and processes.
4. To be responsible for communication with staff and students across the organisation to ensure consistency of information provided regarding college systems.
5. To create documentation, help sheets and video guides to support staff and students in their use of the college systems.
6. To provide advice and training to staff to help them identify functionality within college systems appropriate to their needs.
7. To aid with designing, planning and organising of online resources, including interactive learning materials, screen captures and third party services, for teaching staff, tailored to the needs of the students on their courses.
8. To work with colleagues to ensure content on college systems is accessible to all.
9. To review current college systems and present ideas for system improvements.
10. To undertake ad-hoc project work, as directed by the Director of Information Services.
11. To line manage the Systems Support Developers and MIS Officer.
12. Undertake any additional tasks considered appropriate to this role.

General duties and responsibilities

The post holder is required to:

Promote, act as a role model and implement the College's policies, practices and procedures including those relating to diversity and inclusion.

Take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the college's responsibilities under the Health and Safety at Work Act.

Demonstrate day to day commitment to the College's core values of community and mission statement.

Carry out such reasonable additional duties as may from time to time be determined by or on behalf of the Corporation.

All staff and senior post holders have a duty for safeguarding and promoting the welfare of children and young persons. Staff must be aware of the College's procedures for raising concerns about children's welfare and must report any concerns to the Designated Person without delay. Staff must also ensure they attend the appropriate level of safeguarding children training identified by the College as relevant to their role

Special features of the post

This job specification is subject to review. Any changes in substance or interpretation will be implemented after consultation with the post holder.

Diversity and Inclusion Statement

The College will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the elimination of unlawful or unfair discrimination on the grounds of sex, age, marital status, colour, race, nationality or other ethnic or national origin, disability, sexual orientation, trade union membership or activity and religious background. The College will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. The College provides an open, welcoming and safe environment for all its students, employees and visitors.

Safeguarding Statement

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.

Prevent Statement

The successful applicant will be required to uphold the values of democracy, rule of law, individual liberty and tolerance and have mutual respect for those with different faiths and beliefs.

Simon Lett
Principal

July 2021

Systems Support Manager / Developer

Further Particulars

Salary:

The salary for this post will be within the range 20 to 28 of the pay spine for Support Staff, which is currently £30,105.00 - £37,039.00 per annum. Starting salary will be dependent on qualifications, skills and experience.

Conditions of Appointment:

Appointment is to a full-time, permanent contract working to the terms and conditions of service for all College staff under the following main provisions:

Hours of Work:

Monday to Thursday, 8.30 am to 4.30 pm and Friday, 8.30 am to 4.00 pm (37 hours per week) all year round. There may be some flexibility in working hours/patterns.

Holiday Entitlement:

25 days holiday per annum, plus 10.5 public holidays. Employees with five or more years' continuous service with the College are entitled to receive an additional five days annual leave. The leave year runs from 1 April to 31 March.

Pension:

You will be entitled to participate in the West Yorkshire Superannuation Scheme. Further details are available on request.

Annual Review:

You will be required to participate in the College's annual review scheme.

Sickness, Maternity/Paternity, Disciplinary and Grievance:

The Corporation's policies will apply. Details are available on the College website and from Human Resources.

College Security:

Employees are required to wear identification badges at all times to adhere to Health and Safety and security procedures.

Safer Recruitment:

We have a strong commitment to safeguarding; all offers of employment are subject to the following pre-employment checks:

- Proof of identity
- Evidence of right to work in the UK
- Enhanced Disclosure and Barring Service check.
- Overseas criminal record check if you have lived or worked outside the UK in the last five years, for a minimum of three months
- Evidence of relevant qualifications
- Fitness for work
- Two references, including one from current and/or most recent employer

Closing Date:

The closing date for applications is noon on Wednesday 4 August 2021 with interviews held on Friday 13 August 2021.

Applicants for this post are asked to:

1. Complete the Greenhead College application form, Equality and Diversity and Criminal Convictions forms.
2. Write a supporting letter of application.

Please send the completed details, as soon as possible, to:

Jen Rothery, Human Resources Officer, Greenhead College, Greenhead Road, Huddersfield, HD1 4ES, or if you prefer you can send electronically, as an email attachment, to jobs@greenhead.ac.uk.

PERSON SPECIFICATION: Systems Support Manager / Developer

| CRITERIA | ESSENTIAL | DESIRABLE | Assessed From: |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| QUALIFICATIONS | Relevant degree | | Application Certificates |
| EXPERIENCE | Experience of Intranets and VLE, ideally SharePoint and Moodle | Previous experience of working with young people within an educational environment Experience of managing a small team | Application Interview References |
| SKILLS/ABILITIES | Ability to work flexibly and to be self-motivated Ability to communicate effectively with a wide range of individuals, both written and verbal | | Application Interview References |
| ATTRIBUTES | A proven commitment to safeguarding and promoting the welfare of young people A proven commitment to diversity and inclusion and an understanding of the College's policies Ability to uphold and promote the values of democracy, rule of law, individual liberty and tolerance and have mutual respect for those with different faiths and beliefs | | Interview References |