**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks

It may be varied from time to time at the discretion of the College in consultation with the post holder

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| **Job Title:** Registry Business Systems Developer | **Job ref no:** ACR-0290-24 |
| **Grade:** 6 | **Department:** Academic Registry |
| **Accountable to:** Assistant Registrar for Registry Business Systems | **Responsible for:** NA |

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| **Job summary:**Undertake systems development tasks and projects for Registry in collaboration with the Assistant Registrar for Registry Business Systems (RBS) and relevant units of the institution. Working alongside the Assistant Registrar for RBS, review and develop processes underpinning student data ensuring a high quality and consistent service to meet the needs of emerging internal and external agendas critical to the institution’s development and success.  Undertake the translation of approved Registry student systems development requests into projects and delivery. Ensure content in systems has functionality and accessibility and are appropriate, deploying fixes and improvements which take the user experience into consideration. In conjunction with the Assistant Registrar for RBS, develop interfaces with Registry systems and those within the RVC.   Collectively, with all Registry colleagues, deliver a professional service to all stakeholders ensuring staff and students experience an excellent learning and teaching experience. |

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| **Competency: Service delivery** **Key tasks:** Maintain a culture of continuous improvement regarding system development and review. Identify development opportunities within the student systems and highlight to the Assistant Registrar for RBS.Work closely with the Assistant Registrar for RBS to contribute to the writing of development proposals and specifications.Plan and propose timelines and project plans for implementation of developments.  Provide a helpline service for Registry systems.In conjunction with the Assistant Registrar for RBS, assess the user development requests creating a delivery environment for user requests and determine approach for delivery. |
| **Competency: Communication****Key Tasks:**Support the Assistant Registrar for RBS to produce user guides for Registry systems.Work with the Assistant Registrar for RBS and the Change Manager to maintain information regarding user development requests for student systems.With the Assistant Registrar for RBS, translate and agree the user development requirements with the requester.Maintain effective, clear and regular communication with system users and stakeholders. |
| **Competency: Planning and Organisation****Key Tasks:**Work with the Assistant Registrar for RBS to develop operational plans and procedures for development of Registry systems. |
| **Competency: Analysis and Research****Key Tasks:**Undertake initial research tasks and analysis when required by the Assistant Registrar for RBS. |
| **Competency: Liaison and Networking****Key tasks:** Provide a high-quality service to all internal and external stakeholders.Build and maintain strong relationships with colleagues across the RVC and external stakeholders.Attend appropriate RVC Committees as directed by the Assistant Registrar for RBS in line with other staff member responsibilities.Forge and develop contacts with external networks. |
| **Competency: Initiative and Problem Solving****Key tasks:** Triage and escalate queries as required to the Assistant Registrar for RBS or others as appropriate.Demonstrate a collaborative approach to problem solving and use discretion, judgement, innovation and creative thought to determine the best course of action. Work with the Assistant Registrar for RBS to ensure that advice and solutions for students, academic staff and administrative staff follow RVC regulations and processes.Work with the Assistant Registrar for RBS to assimilate information and determine the best course of action to resolve problems.Reflect on issues which affect delivery and use initiative to provide workable solutions. |
| **Competency: Decision Making Processes and Outcomes****Key Tasks:**When taking decisions, the Registry Business Systems Developer must demonstrate responsibility to the wider Registry and RVC community.Work with the Assistant Registrar for RBS to develop policy and procedures relating to Registry systems. |
| **Competency: Knowledge and Experience****Key Tasks:**Expertise for Registry systems.  |
| **Competency**: **Flexibility****Key Tasks:**Provide appropriate cover for other members of the team during peak workload demands. Provide appropriate cover for other member of the team during periods of absence. As an active member of Academic Registry, to cover front desk for absences and peak periods.  To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |