**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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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 Systems Business Analysis | **Responsible for:** | NA |
| **PS created by/ or reviewed by:** | Nerys Evans and Rebecca Wombwell | **Date PS created/ reviewed:** | October 2024 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| 1. Service Delivery | Experience of student record system developmentExperience of working in an educational environment with a focus on student satisfactionExperience of higher education system developmentAdministrative experience in a busy office environmentExperience of enhancing systems and procedures to improve customer/student experienceExperience of production of reports demonstrating data analysisExperience of working in a demanding office environment with multiple functionsExperience of providing advice on regulatory and procedural matters | Experience of SITS developmentExperience of writing development proposals and specifications |
|  2.Communication | Excellent interpersonal and communication skills, written and verbalAbility to produce development documentation and user guidesAbility to communicate professionally, confidently and appropriately with colleagues at all levels within an organisation, including senior management, and with external stakeholdersExperience of adapting communication skills appropriatelyExperience liaising with people at all levelsAbility to exercise sound judgement under pressureExperience of handling complex and sensitive informationExperience of producing non-standard correspondence and reports | Experience of servicing meetingsExperience of producing user guidesExperience of using and producing complex reports from core student systems |
| 3. Planning and Organisation | Track record in effectively managing own workload and supporting others to meet competing deadlinesAbility to multitask whilst maintaining close attention to detailAble to prioritise work effectively to meet strict internal and external deadlinesExperience of working independently, managing own workload and setting prioritiesExceptional organisational skillsHigh level of attention to detail and an ability to maintain accuracy at all timesAbility to work methodically, to establish and follow set processes and procedures accurately and handle exceptions appropriatelyAbility to thoroughly document all outputs; to review and improve existing documentation | Evidence of producing operational plans for the development of systemsAbility to create reports and dashboards |
| 4. Analysis and Research | Experience of updating and interrogating records in a complex databaseExperience of managing projects | Ability to develop complex IT functionality to solve problems, improve processes and deliver efficienciesExperience of producing data from SITSUnderstanding of integration activities and integrating with other systems in an enterprise environment |
| 5. Liaison and Networking | Establish and build relationships with key internal and external stakeholdersGood negotiating skills to influence colleagues across the RVC, in pursuit of team objectives and institutional/ Departmental strategiesExperienced and confident in participating in internal meetingsCultural competence to relate to and empathise with, the full diversity of the student bodyAbility to liaise with external organisations on behalf of the Registry for planning and delivering on events and key services |  |
| 6. Initiative and Problem Solving  | Experienced in applying appropriate policy and process to circumstanceCan use initiative to identify existing or potential problems and offer appropriate solutionsKnowing when to seek help or escalate appropriatelyDemonstrate a collaborative approach to problem solving with colleagues across the RVCRobust problem-solving skills and the ability to come up with creative solutions when facing problems - demonstrate a solution focused mindsetAbility to maintain a professional approach to confidential and sensitive informationExperience of work that requires a high degree of logic and application of knowledge to problem solve | Experience of identifying where systems could be improvedAbility to develop core student systems to support the university business process and maximise staff and student experience |
| 7. Decision Making Processes and Outcomes | Ability to act strategically, advising senior officers on the rights and issues in relation to current policy positions |  |
| 8. Experience  | First degree or equivalent substantial experience working in an office environment using high levels of literacy and numeracyExpert knowledge and experience developing Registry and student record systemsExperience in the development and configuration of a Student Records SystemDemonstrable experience of continuous professional development in student management systems | Experience of use and development of SITSUnderstanding of SRL syntax, Vistas and tasksWorking knowledge of web development languages, for example, HTML, CSS, JavaScript, jQuery and SQL |