# C:\Users\hardip\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\T3DJGGN6\2018 Logo Normal (00000003).png

# Job description

|  |  |
| --- | --- |
| **Job Title:** | **MIS Helpdesk Officer** |
| **Status:** | Permanent |
| **Team:** | **Management Information Services (MIS)** |
| **Main Location:** | **Waterloo Centre**  This role will occasionally require working across sites. It may also require working at other locations where required. |
| **Grade:** | APT&C SP 20 - 24 |
| **Salary:** | £24,032 - £26,629 per annum (inclusive of London Weighting) |
| **Hours of work**: | 36 hours per week |
| **Responsible to:** | Team Leader: MIS Helpdesk and Timetabling |
| **Responsible for:** | N/A |

|  |
| --- |
| **Job purpose** |
| * To ensure the efficient operation of the College MIS helpdesk including the maintenance of finance and fee data, providing a high level of service and support to all users of MIS systems, working closely with other members of the MIS team as required. * To ensure the College’s data is as clean and accurate as possible for internal and external users and is compliant with funding and audit rules. * To support the annual curriculum planning process. |

|  |
| --- |
| **Key contacts** |
| The post holder will develop productive working relationships across the College. In particular, this role will work closely with:   * Student Services * Curriculum teams * IT Services * Human Resources * Finance   The role will also interface significantly with external stakeholders including software consultants and auditors. |

|  |  |
| --- | --- |
| **Main responsibilities** | |
|  | Contribute to the provision of an effective MIS Helpdesk service, providing excellent customer service. |
|  | To ensure curriculum data is entered into UNIT-e accurately and in a timely manner to support Curriculum teams and Marketing. |
|  | Maintenance of user accounts and permissions within UNIT-e, via liaison with the IT and Human Resources teams. |
|  | Work closely with Human Resources and Payroll teams to ensure all staff teaching activity is correctly recorded on UNIT-e to drive hourly paid tutor pay. |
|  | To aid in the production of appropriate documentation for all procedures relating to the MIS Helpdesk teams work, including training guides for non-MIS staff. |
|  | Develop an excellent in-depth knowledge of the functionality of the College’s Management Information System (UNIT-e), providing first line support to the College’s users by liaising with the supplier’s technical support staff, as necessary. |
|  | Provide support and training to users of UNIT-e as required. |
|  | Contribute to the preparation, validation, and correction of the College’s data, in liaison with other staff, to ensure that College data is accurate. |
|  | Contribute to the development of new procedures and processes to ensure that data quality is improved, working closely with other members of the MIS Team. |
|  | Support the curriculum planning process through knowledge of historical issues, providing advice and support to Curriculum teams. |

|  |  |
| --- | --- |
| **General responsibilities** | |
| 1. | To work in a manner that adheres to and furthers the College’s values. |
| 2. | To attend relevant training and meetings as required. |
| 3. | To be committed to Continuous Professional Development (CPD), meeting any annual requirement for CPD / scholarship and to keep up-to-date professionally. |
| 4. | To contribute to the effective management and promotion of equality and diversity. |
| 5. | To work in accordance with the Health & Safety at Work Act, ensuring the College is a safe environment for staff, students and visitors. |
| 6. | To work at all times in accordance with Morley College London’s policies and procedures and Staff Competencies Framework. |
| 7. | To carry out such duties as may be required from time to time by the College that are appropriate to the grade of the post. |

|  |  |
| --- | --- |
| **Safeguarding and Prevent** | |
| 1. | To work in accordance with the College Safeguarding and Prevent policies, ensuring the College is a safe environment for staff, students and visitors, and reporting concerns regarding the abuse or radicalisation of children and/or vulnerable adults as appropriate. |
| 2. | To promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults they are responsible for and come into contact with. |

**Person Specification: MIS Helpdesk Officer**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **Essential** | **Desirable** |
| Qualifications | | | |
|  | A good standard of general education. This is likely to include GCSEs in Maths and English at grade C or above and 2 A Levels or equivalent | ✓ |  |
| Experience | | | |
|  | Experience working within an MIS, IT team or other administrative role. | ✓ |  |
|  | Experience working in a customer-facing role. | ✓ |  |
|  | Experience working in the Further or Higher Education sectors. |  | ✓ |
|  | Experience of creating, updating, and maintaining user guides |  | ✓ |
| Knowledge and skills | | | |
|  | Knowledge of general office software (e.g. Outlook, Word, Excel) | ✓ |  |
|  | Knowledge of Curriculum structures and requirements to support operational MIS processes. |  | ✓ |
|  | Knowledge of UNIT-e |  | ✓ |
| Other requirements | | | |
|  | Excellent organisational skills with the ability to plan own workload, along with the ability to work quickly and accurately under pressure. | ✓ |  |
|  | Excellent interpersonal and communication skills, including the ability to analyse and explain complex issues and data both verbally and in writing to a variety of audiences. | ✓ |  |
|  | Highly numerate and literate. | ✓ |  |
|  | A high level of attention to detail and accuracy. | ✓ |  |
|  | Have a commitment to and be able to demonstrate knowledge of health & safety and equality and diversity as appropriate to the post. | ✓ |  |
|  | An awareness of Safeguarding and Prevent and ability to create and sustain an environment in which the safety and welfare of children and vulnerable adults is paramount. | ✓ |  |

**Main Conditions of Service - Support Salaried roles**

1. You will be employed by Morley College Limited.
2. Normal working hours are undertaken between Monday to Friday and this may include evenings. The successful applicant may be required to work at weekends to accommodate specific College activities. No payment for overtime is made, but appropriate time-off in lieu will be granted.
3. The annual leave entitlement is 30days per annum, excluding public holidays and additional closure days. Fractional employees shall receive a pro rata entitlement to holiday, including bank/public holidays.
4. The post is pensionable under the London Government Pension Scheme administered by the London Pensions Fund Authority.
5. There is a 6-month probationary period.

6. The College does not recognise service with any previous employer for calculating continuous service for the purposes of the Employment Rights Act 1996. However previous continuous local government service in accordance with The Redundancy Payments (Continuity of Employment in Local Government, etc.) (Modification) Order 1999, may be counted as part of continuous employment with the College for redundancy pay purposes.

7. The appointment will be subject to receipt of satisfactory professional references, proof of qualification, proof of address, eligibility to work in the UK, a pre-employment medical check and a DBS check *(if applicable).*

**Other information**

This document outlines the duties required for the time being of the post. It is issued for recruitment purposes and is not comprehensive or exclusive and duties and or reporting lines may be varied from time to time.

The College aims to reflect the diverse community it serves and welcomes applications from suitably qualified candidates from all backgrounds. The College does not discriminate on the basis of race, gender reassignment, disability, sex, marital status, pregnancy and maternity, age, religion or belief, and/or sexual orientation and is committed to making reasonable adjustments for applicants with disabilities.

**Making an application**

**Closing date for applications: 9am Friday 4 December 2020**

**Interviews to be held week commencing Monday 7 December 2020**

**Please refer to the guidance notes when completing your application.** CV’s will not be accepted for this post. Applicants should send a completed application form, giving names, addresses and telephone numbers of two professional referees, together with any supporting information by the closing date.

Applications can be submitted via email to recruitment@morleycollege.ac.uk

Applications can also be submitted by post to:

Recruitment (Ref: 024.AK.2021)

Morley College

61 Westminster Bridge Road

London SE1 7HT