MORLEY COLLEGE LONDON

Job description: Team Leader: MIS Development & Helpdesk

Status	**Permanent**
Base	**Cross-college, but mainly based at the Waterloo Centre** *Post holder will be required to work across College sites and at other locations on occasion*
Grade	Salary Scale APT&C
Salary	Circa £38,835
Hours of work	36 hours per week
Reports to	Head of Information Services
Manager to	• MIS Helpdesk and Timetabling Officer • MIS Helpdesk and Timetabling Officer • MIS Helpdesk and Timetabling Officer • MIS Developer

ROLE PURPOSE
• To lead both the MIS Development and Helpdesk and Timetabling teams. • Managing the MIS Development function involves maintaining and developing robust Management Information Systems which meet the requirements of both internal and external users and providing a comprehensive suite of College reports to drive the processes of the College, as well as Key Performance Reports for use by senior management. • Managing the Helpdesk and Timetabling will involve managing the respective workloads and providing 2nd line support for complex/unusual cases. You must provide a high level of service and support to all users of MIS systems, working closely with other members of the MIS team to ensure a culture of continuous improvement. This includes ensuring the team provides an effective and efficient timetabling service. • To ensure the College's data is as clean and accurate as possible for internal users and that is compliant with funding and audit rules. • To deputise for the Head of Information Services as required.

MAIN ACCOUNTABILITIES

1.	To effectively manage the operation of the MIS Development team and associated staff, including their performance management, working within a performance framework focused on achieving annual targets.
2.	To lead on the development of robust information systems to meet the needs of College managers, staff, governors and the requirements of external organisations and agencies, including the GLA, ESFA and other bodies providing funding, as agreed with the Head of Information Services.
3.	Develop integration between the College's information systems including the intranet, website and VLE. The College uses Capita's UNIT-e student records system as well as many associated systems.
4.	To consult effectively with users or prospective users of College systems prior to making changes to ensure their needs are properly met. Subsequently to ensure rollout of changes are understood and well supported by effective documentation and training.
5.	Undertake proactive data analysis to provide insight for the College Leadership Team.
6.	To write ad hoc and complex data reports as appropriate and according to the needs of College staff to support their performance management.
7.	Oversee the provision of timely, clean, accurate, and relevant data as and when required in relation to funding.
8.	To effectively manage the operation of the MIS Helpdesk and Timetabling team and associated staff, including their performance management, working within a performance framework focused on achieving annual targets.
9.	To lead on the collation and auditing of timetable information from all Curriculum teams, especially around 16-18 study programmes. This includes working 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.
10.	Ensure appropriate documentation of all procedures relating to the MIS Helpdesk and Timetabling teams work, including training guides for non-MIS staff.
11.	Devise new procedures and processes to ensure that data quality is improved, working closely with other members of the MIS Team.
12.	Develop an excellent in-depth knowledge of the functionality of the College's Management Information System (UNIT-e), providing second line support to the College's users by liaising with the supplier's technical support staff, as necessary.
13.	To work closely with the Head of Information Services and other Team Leaders in the MIS team, as well as others, to deliver an effective service to the College.

GENERAL COLLEGE RESPONSIBILITIES

Safeguarding children and vulnerable adults:

The post holder will be expected 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

This job description is not exhaustive and as such the post holder is expected to be flexible. Any changes of significance will only be made following a discussion with the post holder.

WORKING WITH
The post holder will develop productive working relationships across the College. In particular, this role will work closely with: - Premises - IT Services - Human Resources - Finance - Student Services - Curriculum teams

DBS STATUS
This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

PERSON SPECIFICATION

Job Title:	**Team Leader: MIS Development & Helpdesk**

Essential Criteria

- Degree or equivalent, ideally in an information management related subject.
- Relevant coding language qualifications such as SQL, JavaScript or other web-based languages and/or skills in report-writing using SSRS, PowerBI, etc.
- Knowledge of standard College processes, where efficiencies can be found and improvements implemented.
- Knowledge of Curriculum structures and requirements to support operational MIS processes.
- Excellent analytical skills, including experience of presenting processes clearly to non-technical staff.
- 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.
- Experience managing people, supporting effective teamwork, the development of colleagues and the management of performance.
- Experience meeting deadlines, including the ability to step into processes in order to diagnose and fix problems quickly.
- Proven project management and coordination skills.
- Excellent organisational skills and the ability to plan and coordinate the work of a team effectively.
- 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.
- A clear understanding of Safeguarding and Prevent and the ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount.

Desirable Criteria

- Knowledge of UNIT-e.
- Knowledge of business process mapping.
- Experience of managing a timetabling service in an education setting.
- Experience of managing a Helpdesk service within an IT and/or education setting.
- Experience of working in MIS within the Further or Higher Education sector.