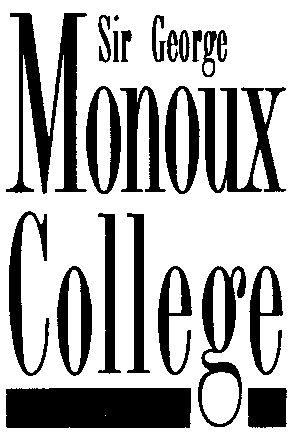
**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Service:** | **IT Support** |
| **Job Title:** | **Information Systems/ILT Manager** |
| **Grade:** | **Grade P01 pay range 47-54 - £39,453 to £45,900 (depending on experience) per annum – including Outer London weighting.** |
| **Reports to:** | **Vice Principal Corporate Affairs** |
| **Responsible for:** | **IT Network Team, MIS Team, Web Services and AVA** |

**CONTEXT AND JOB PURPOSE**

1. To ensure that the college’s ICT provision is of a high standard and fit for purpose and that it enables the College to adapt to changing environments and developing technologies.
2. To maintain IT systems across the College, provide technical support for staff and participate in projects to develop the IT provision across the College.
3. To ensure that all software and other necessary licences relevant to the areas of responsibility are in place and provide adequate, up to date cover.
4. To be flexible, responsive and maintain excellent customer service to staff and students in all aspects of the post.

**As a member of the College Management Team**

1. Contribute fully to the policy formulation, cross college management and decision making process of the College.
2. To support the Principal in helping the College achieve its mission and strategic objectives.
3. To lead on to cross college ICT, ILT and MIS awareness raising and staff development activities.
4. Ensure that the College provides a safe environment which is fully compliant both with current H&S legislation and current best practice.
5. To identify and manage the College’s Risk in these areas in line with the College’s Risk Management Policy for the areas above.

**Department Management**

1. Line manages and supports the work of the full department team, ensuring that appropriate mechanisms are in place for the effective management of employee performance and development so that employees have a clear understanding of their role and the necessary skills, knowledge and qualifications to deliver a high quality service.
2. Ensures that quality standards relating to all aspects of the area of responsibility are developed, maintained, monitored and enhanced using self evaluation and other required quality processes.
3. Holds regular team meetings with agendas, minutes and action points.
4. Monitor and report on all aspects of the teams’ service level agreements.
5. To ensure that the teams have excellent customer service
6. To have back up plans for all areas in a crisis where some, or all, equipment is damaged/ rendered unavailable.

**Network, Web &VLE Management**

1. To strategically develop & manage the College information infrastructure including the internet website, intranet and VLE.
2. To supervise the management of the network on a day to day basis including helpdesk, checking student access and backing up.
3. To keep an up to date audit of IT equipment and software licences and to manage the installation of software in accordance with the number of licences.
4. To set up and maintain adequate security measures to protect data and ensure that the College IT facilities and systems are provided with the greatest possible protection from unwelcome or destructive intruders whilst ensuring that the network provides the resources needed by staff and students.
5. To continually ensure that the network is up to date, modern and flexible, within budget constraints.
6. To liaise with IT suppliers and obtain favourable quotes and offer good service.
7. To ensure the maintenance of departmental and cross college ICT and ILT equipment.
8. To work co-operatively with other staff and students in the running and development of the network, intranet and website.
9. To be responsible for the College’s VOIP telephone system.
10. To act as Data Controller, dealing with data access requests and Freedom of Information requests.

### MIS

1. To take the lead on the management and development of the College’s student records and systems for capturing data on students and validation/updating of student data including the efficient processing of data to support examination entries, examination results, eligibility, tracking the progress of students etc.
2. To support the SLT with data for student management to support the Tutors and Tutor Managers in improving student outcomes
3. To produce effective and timely management reports that enable informed SLT strategic and operational decision making
4. To lead on providing the Principal, SLT and other managers with performance data that seeks to identify the parameters for successful courses, student types, success rates etc.
5. To lead on providing and promoting the operational tools and reporting for ascertaining student personal details, timetables, attendance and progress tracking for classroom teachers and middle management.
6. To furnish timely statutory reports and funding claims, including the ILR returns, to the EFA, SFA and other external bodies on time and accurately
7. To liaise with auditors and OFSTED inspectors on student data issues and systems
8. To integrate with the College MIS with the Virtual Learning Environment (VLE) to promote data ownership
9. To keep abreast of future developments in MIS systems and procedures and implement where appropriate.

### ILT Lead & Management

1. Work strategically across college with all stakeholder groups to ensure cross college ownership of the methods by which e-learning and use of ICT/ILT can be embedded in all future curriculum planning.
2. To work with the SLT, HoFs, DHoFs and curriculum staff to ensure that ILT developments are coherent in terms of teaching and learning practice and that they are supported by appropriate staff development and quality assurance programmes.
3. To lead on developing and disseminating good pedagogical practice linked to the use of ICT/ILT in terms of teaching, learning and assessment practices.
4. To liaise with curriculum leaders and support staff in order to provide comprehensive electronic learning resources both with College and remotely.
5. To lead on, with SLT support, developing ways in which learners can be encouraged to use ICT to learn independently, to support inclusiveness, as well as providing staff with the confidence to use blended learning strategies more effectively. To lead on ensuring learners use these resources effectively.
6. Ensure that the College IT infrastructure will provide a more supportive and technically capable environment for the development of ILT and e-learning.
7. Ensure that the IT Suite is capable of delivering efficient and effective courses to support the key skills, enrichment and IT training needs of the College staff and students.

**AVA Management**

To manage the AVA Service within the College

# The post-holder will also be expected to

* play a full and enthusiastic part in College life
* be flexible and responsive in all aspects of the post
* prioritise workload and meet deadlines
* demonstrate initiative to solve problems independently
* meet contract of employment requirements in full
* undertake such other duties as may be determined from time to time

**Miscellaneous**

Develop and maintain close and co-operative relationships with the College Management Team.

Carry out other duties within the broad scope of this post as requested by the Head of Human Resources.

Maintain a high level of confidentiality in all aspects of work.

Deliver the College’s commitment to equality both in the provision of services and as an employer.

Work closely with the College’s Senior Leadership Team and Middle Managers as a business partner to support and achieve the College’s aims and objectives.

The post holder will be expected to undertake other reasonable duties at the request of management.

The post holder will be expected to be available to work outside of their normal hours from time to time, to support key activities during the academic year. For example, enrolment, road shows, open evenings, Parents’ evenings etc. Advance notice would be given and appropriate time off in lieu would be negotiated.

## Working Hours

36 Hours per week x 52 weeks.

Holiday entitlement: 24 – 29 days plus 2 extra statutory days and 8 public bank holidays.

The post-holder will be expected to work outside normal College hours when necessary in order to maintain the networks and, to support key activities during the academic year. Appropriate time off in lieu will be negotiated.

*The postholder will be expected to be available to work outside of their normal hours from time to time, to support key activities during the academic year. For example, enrolment, roadshows, open evenings, parents' evenings etc. Advance notice would be given and appropriate time off in lieu would be negotiated.*

**This job description is current as of January 2015. In consultation with the post-holder, it is liable to variation by the Principal to reflect or anticipate changes in or to the job of Information Systems/ILT Manager.**

**This job description will be formally reviewed by the Vice Principal: Corporate Services with the post-holder annually.**

February 2015

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Service:** | **IT Support** |
| **Job Title:** | **Information Systems/ILT Manager** |
| **Grade:** | **Grade P01 pay range - £39,453 to £45,900 (depending on experience) per annum – including Outer London weighting.** |
| **Reports to:** | **Vice Principal Corporate Affairs** |

|  | **Employee Attributes** | **Essential/**  **Desirable** | **Assessed Via** |
| --- | --- | --- | --- |
| **1**  1.1  1.2 | **Academic & Employment Experience**  Degree or equivalent experience    Experience of liaising with curriculum staff and responding to their needs. | **E**  **E** | **A**  **A/I** |
| **2**  2.1  2.2  2.3 | **Management**    Experience of managing complex teams  Understanding of and experience of improving customer service  Understanding of risk management in MIS and IT and of how to minimize it. | **E**  **E**  **E** | **A/I**  **A/I/T**  **A/I** |
| **3**  3.1  3.2  3.3 | **Strategy**  Understanding of funding mechanisms and how to maximize the value of MIS.  Experience of formulating and implementing an IT Strategy.  Experience and understanding of web development and ILT. | **E**  **D**  **D** | **A/I**  **A/I**  **A/I** |
| **4**  4.1  4.2  4.3 | **Operational**  Understanding of Data Protection Law.  Ability to obtain value for money.  Ability to manage and improve an AVA service. | **E**  **E**  **D** | **A/T**  **A/I**  **A/I** |

The information on this form will be the basis on which the applicants will be assessed for shortlisting purposes.

**Key to Assessment Methods**

E = Essential

D = Desirable

A = Application Form

I = Interview

T = Task