THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Student Systems Operations Manager

Department/Division: ARD (Academic Registrar's Division) Systems
Accountable to: Enterprise CRM and SRS Manager

Job Summary

The **Student Systems Operations Manager** will take charge of the delivery and development of Core Services, including online applications, process automation, enquiry management and many more, across two of the School's most important technology platforms: the student record system (SITS) and enterprise CRM (Salesforce). Working ss the operational lead in ARD Systems, they will also work to ensure continued availability and manage the ongoing maintenance of these platforms and manage the team's service desk. ARD Systems is a business-led IT team, whose role is to develop and support the systems and processes that underpin the student lifecycle, from prospective applicant to alumni.

SITS is the market-leading student records system in the UK and is deeply embedded into LSE's operational and planning activities, while Salesforce has recently been introduced as the institution's enterprise CRM platform. ARD Systems have embarked on a three-year programme of work to develop functions in Salesforce for departments and divisions to improve business processes in the areas of Student Services, Advancement, Careers, Admissions and many more. Delivery of Core Services is a key part of this programme as it will drive adoption around the institution.

Furthermore, will lead on the recurrent maintenance, upgrades, release management, testing, security and health of our two key business systems, which are used by internal and external stakeholders, including enquirers, applicants, students, academic staff, statutory and other external clients, and colleagues across other Service Divisions, working with the Enterprise CRM and SRS Manager where necessary. The successful candidate will also act as second line support, liaising with subject matter experts when necessary and manage the team's support rota.

The post holder will also take charge of the team's Service Desk, running and creating management information reports to optimise our operation and help us respond to change. They will also facilitate the transition for new developments from the testing and go-live phases to business-as-usual support.

They will require an in-depth knowledge of at least one of our two business systems and will have the aptitude to learn quickly about areas with which they are not familiar. They will be able to make recommendations and implement changes to internal processes that will improve efficiency and help ensure the team continues to deliver on its commitments. One other key function of this role will be to facilitate the creation and maintenance of up-to-date documentation in our process mapping tool Elements, and internal wiki.

THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Duties and Responsibilities

1. **Managing delivery and development of Core Services in SITS and Salesforce, including:**
    - Online applications (IPP), SRL development, process automation (TUPs and batches) and e:Vision tasks and workflow in SITS
    - Mass email tools (Marketing Cloud), event management, enquiry management (service desks), forms and workflow and contact management in Salesforce
    - Development work on both platforms covers enhancements to existing solutions and some of the team's change project portfolio
    - The post-holder will be managing developers who are delivering solutions across both platforms and sometimes leading the developments
2. **Operational lead for the SITS and Salesforce platforms**
    - Responding to issues and incidents on both platforms to maintain the availability of the services
    - Responding to helpcalls as second-line support
    - Ensuring users are trained and provided with appropriate training materials
    - Liaising with colleagues from DTS (Data and Technology Services) to maintain the stability of the SITS platform and Salesforce integration
    - Performing recurrent maintenance tasks on both platforms, including application and testing of SITS hotfixes
    - Leading the annual SITS upgrade project for ARD to ensure the continued availability and operation of this vital system
    - Reviewing release notes for new Salesforce releases and preparing the team for the changeover
    - Monitoring user accounts and ensuring we are compliant with our licence agreements
    - Measuring the helpdesk team's performance against a set of KPIs for response time, call volume and many more and responding to those metrics with appropriate action to optimise response times and increase customer satisfaction
    - Working with the Senior Salesforce Admin and Enterprise CRM and SRS Manager to resolve operational issues
    - Communicating issues and risks to do with our platforms to internal stakeholders, users and management, making sure to convey technical information in a way that it can be easily understood.
    - Plan resourcing needs for support in conjunction with project manager
3. **Security and system health**
    - Reviewing and making recommendations about the performance of SITS and e:Vision (the web-based front end of SITS)
4. **Maintenance of technical documentation and process maps**
    - As one of the senior users of the team's internal documentation, you will ensure documentation is complete and thorough, working with developers and business analysts to fill any gaps where necessary
    - The post-holder will maintain the SITS and Salesforce issues logs in conjunction with the team's project manager
5. **Release management**
    - Work with the ARD Systems management, the team's developers, the School's IT division (DTS) and other key stakeholders across the institution to decide if developments are ready for release and plan the release strategy
    - Hold accountability for the release of those developments and therefore stability of key enterprise systems with institution-wide impact for business-critical solutions.
    - Run the ARDS change board – the mechanism through which new developments are approved prior to deployment
    - Make recommendations and help shape ARD Systems' internal governance policies

- Conducting high priority testing of new developments and co-ordinating the testing process for changes and new solutions performed by the support team
- Help transition the team to automated testing and deployment tools and processes

6. Line Management

- Line manage five team members: three support officers (band 5), one SITS developer (band 6) and one Salesforce Administrator (band 6) whose focus is the delivery of core services
- Monitor staff performance, providing support or carrying out disciplinary procedures in accordance with School guidelines.
- Conduct Career Development Reviews (CDRs) and provide advice on training and development and ensuring development needs are met.
- Pastoral care and welfare of line-managees.
- Training of new staff, providing guidance on procedures and protocol, including training the support staff who deliver SITS training to end users.
- Holding regular one to ones to discuss progress and development needs.

7. Liaison and Networking

- Representing LSE at Tribal and Salesforce conferences, keeping up to date with the latest developments
- Representing LSE at Tribal Regional User Groups and Salesforce Community Groups and advocating for LSE's interests where appropriate
- ARD Systems' main point of contact with our Data and Technology Services Division
- Leading the termly ARD Systems user forum, inviting the customer base, setting the agenda and leading the discussion
- Representing ARD Systems at the School-wide Technical Operations community of practice

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.