



Person Specification

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

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Student Systems Operations Manager

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

Competency	Criteria	E/D
Knowledge and experience	Either: Expert knowledge of SITS student records system or: Significant knowledge of Salesforce CRM administration	E
	Experience writing user and technical documentation	E
	Experience offering second line technical support	E
	Experience of release management and testing best practices	D
	Experience managing a service desk or IT support team	D
	Experience and understanding of student records in SITS, including assessments and/or admissions	D
	Experience building management information reports	D
	Understanding of Salesforce HEDA model and how Salesforce is used in an HE environment	D
	Knowledge of SQL	D
	Understanding of SITS development principles	D
	Understanding of Salesforce development principles	D



Communication	Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills, including to non-technical colleagues.	E
	Ability and confidence to provide expert advice and guidance about business systems, reporting tools, and business processes.	E
Service Delivery	Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required, working to defined service levels.	E
	Ability to communicate project progress and escalate issues appropriately.	E
	Ability to respond quickly to developing situations and to remain calm under pressure.	E
Planning and Organisation	Excellent organisational skills, including the ability to plan and manage a varied workload to meet deadlines in an efficient and effective manner and be self-motivated, communicating potential conflicts to line managers.	E
	Strategic planner and thinker able to plan, manage and execute sustainable solutions.	E
Initiative and problem solving	Ability to make constructive recommendations and devise creative solutions, with great attention to detail.	E
	Ability to resolve problems in a timely, effective and efficient manner.	E
	Able and willing to quickly gain a detailed knowledge of LSE's processes and new systems that you may be unfamiliar with.	E
Liaising and Networking	Ability to develop a good working relationship with customer department and key stakeholders on a formal and informal level.	E
	Ability to establish good working relationship with external suppliers and statutory customers, including representing the team, the division and the School at departmental meetings, local and national user groups and other forums.	E
	Ability to advocate for LSE's interests in external forums such as Tribal User Groups when appropriate	E

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.