Position / Job Title:	**Case Management Systems Implementer**
Postholder:	**N/A**
Ref:	**209/ POSN108254**
Location/Building:	**Studland House, Lansdowne Campus but the position holder is expected to work at various locations as required by BU, including Talbot Campus**
Faculty/Professional Service:	**IT Services**
Group/Section:	**IT Services**
Duration if temporary:	**Project funded Fixed Term Contract for 12 months**
Normal hours per week: **(Some flexibility will be required in order to ensure that key time scales and deadlines are met).**	**Full time**
Grade:	**6**
Accountable to:	**Business Systems Specialist**

Job Purpose

The purpose of this post is to take a lead role in ensuring the successful implementation of the case and enquiry management solution. Working as part of the wider project team, the post holder will focus on key project-related activities to facilitate successful implementation, including data migration, process mapping, testing, updating of documentation and user training.

The case and enquiry management solution will be replacing the current system to support Student Services to provide excellent customer service to students and provide an interface with existing systems to enable streamlined processes across the University.

The post holder is managed by the Business Systems Specialist in IT Services but will be allocated work by the Project Manager and will be working closely on a day to day basis with the Student Services team for the duration of the implementation.

Main Responsibilities

1. Work with the supplier on the solution configuration, ensuring that, where appropriate, it meets the requirements of BU processes.

2. Work with the Project and Student Services teams to fully understand the current end to end case and enquiry management processes, requirements and strategic ambitions to ensure that the final solution is configured to meet current and future needs.

3. Work with the Student Services and IT Services Test Teams to devise test scripts to ensure the solution processes specific to BU are performing and functioning as expected.

4. Managing the case and enquiry management system for Student Services on a daily basis, for the duration of the implementation, supporting the management and recording of enquiries within BU and identifying future business process improvements.

5. Implementing and maintaining user permissions for Student Services for the duration of the implementation and ensuring that Student Services are sufficiently trained to maintain the permissions model beyond the project.

6. Developing the case and enquiry management system to introduce additional functionality working with the Student Services team to agree implementation plans and provide support, for the duration of the implementation.

7. Acting as the main point of contact for the case and enquiry management software supplier, for the duration of the implementation, in relation to the daily operation of the case and enquiry management system, escalating issues for resolution through the appropriate channels.

8. Assist the Student Services Team with the production and delivery of system training and materials, including procedural and guidance documents for ongoing use by service users.

9. Establish and maintain effective relationships with project team members, Student Services management and other stakeholders to deliver project requirements and champion acceptance from stakeholders for proposed solutions.

10. Deliver all assigned project actions to a high standard ensuring that efficiency, user experience and successful business change is prioritised throughout.

11. Provide regular updates and reporting to the Project Team and Student Services management to ensure that the overall project is on track and risks identified and mitigated.

12. Work with the Project Manager to ensure that the project plan is comprehensive and achievable, with realistic timelines for delivery and measurable deliverables.

13. Work with the IT Communications Manager to contribute towards the creation of the project communication plan including relevant project updates and face to face stakeholder engagement. This could include senior stakeholder engagement and demonstrations.

14. Manage and troubleshoot problems, during the implementation, that require analytical skills, innovation and creativity necessary to formulate and implement the mechanisms to identify and solve the problems.

15. Proactively seek own continuing self-development to ensure that knowledge of University and legislative requirements (including GDPR) is up to date and keep abreast of changes and new developments that may affect students and BU personnel.

Ad hoc Responsibilities

16. For the duration of the implementation, support the maintenance, use and development of the solution and provide technical assistance, support and testing of updates, managing workflows, supplier liaison.

17. To undertake any other duties as required.

Contacts

Internal: Staff at all levels

External: Software suppliers; Other HE Institutions.

Information Governance Responsibilities

Data User
   i.   Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:
The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives, and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

September 2024

Person Specification

Position / Job Title: Case Management Systems Implementer	Position No: TBC
Faculty / Service: IT Services Date: July 2024	

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Graduate or equivalent intellectual capability/experience	E
Significant experience of working with relevant systems and reporting	E
Experience of contributing to successful project delivery	E
Experience working with and configuring case and enquiry management systems or similar software solutions (e.g., ticketing systems, CRM).	
Experience of working in a project team on new technology or process solutions	E
Knowledge and understanding of operating and delivering a project in the public sector and the impact on data	D
Good awareness of operational best practice in relation to systems and reporting	D
Knowledge of relevant legislation	D
Skills	
Exceptional MS Office skills, including advanced knowledge of Excel with ability to use functions, pivots and dashboards	E
Ability to coordinate the collation and validation of data from multiple sources	E
Ability to analyse complex information	E
Ability to interpret business processes and assess opportunities for enhancements	E
Effective interpersonal skills with the ability to influence and persuade others at different staffing levels across the university, and externally.	E
Ability to research and analyse complex information, bringing together data from different sources and at short notice	E
Attributes	
Able to work autonomously as well as with others from different parts of the organisation	E
Excellent written and verbal communication skills	E
Excellent attention to detail and high levels of accuracy	E
Strong organising and co-ordinating skills	E
Able to prioritise a varied workload, manage deadlines and work under pressure.	E
Flexible and adaptable	E
Ability to operate with minimum day to day supervision within well-defined guidelines.	E
Ability to instil best practice in reporting solutions to the team and to design and implement training as required	E
Commitment to continuous personal and professional development	E
Integrity, openness and transparency, kindness, respect, a positive mind-set and a caring approach	E
Appreciation of equality and diversity issues and their relevance to higher education and analytics	E
Strong service excellence ethos	E
Commitment to BU's values are excellence, inclusivity, creativity and responsibility	E