Job Description

Post/Job Title:	**SITS Support Officer**
Ref:	**0005054131**
Location:	**Any University location**
Faculty/Professional Service:	**Academic Services**
Group/Section:	**SITS Support and Development**
Normal hours per week: (Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak period and some evening and weekend work may be required to support specific activities.)	**37**
Grade:	**4**
Accountable to:	**SITS Support Team Leader**

Job Purpose

To work alongside colleagues in the SITS Support and Development team to plan and provide effective and responsive support to all users of the student records system (SITS). The post holder will facilitate the continuous development of the student records system and work collaboratively with stakeholders from across the organisation, using their knowledge of SITS to provide support for a diverse range of complex business requirements. They will be highly analytical, have excellent attention to detail and be proficient at working with data in order to meet current and emerging business needs.

The role will be required to work across teams, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

Main Responsibilities

1. Provide user-focussed front-line support for SITS users. Management of queries, investigation and resolution of issues raised, development and administration of user permissions and fix data quality issues. Creation, review and maintenance of procedural documentation. Support for system patches and upgrades in the form of generation of test data, review and execution of test procedures. System support for key academic activities such as admissions, clearing, enrolment and academic year rollover.

2. Identify and complete a wide variety of auditing and reporting tasks, including data extraction, analysis, transformation and derivation, to ensure the data contained within SITS is comprehensive and quality assured. Take responsibility for ensuring that data complies with the definitions supplied by statutory organisations where appropriate. Track internal and external factors that impact the student record and contribute to the creation and enhancement of data audits to ensure the student record remains fit for purpose.

3. Effectively manage a diverse set of tasks and responsibilities as set out in the workload plan. Responding within agreed timescales and referring on to specialist teams or other experts when limits of own expertise are reached. This will be facilitated by SITS and other systems.

4. Develop and maintain key relationships with, and provide information and advice to, academic and administrative staff at the University and Partner Institutions in relation to the student record system and in accordance with the University's regulations, policies and procedures.

5. Ensure that all aspects of work achieve high levels of Service Excellence and making suggestions for service improvements.

6. Utilise a range of IT systems, including SITS, Microsoft Office, Microsoft SQL Server Management Studio, issue management systems and SharePoint to ensure student records are accurate and up to date, produce reports and provide an excellent information resource for all stakeholders.

7. Contribute to the design and delivery of staff development and training activity to ensure that policies and procedures relating to student records systems are understood and implemented.

8. Contribute to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.

9. Ensure that BU is represented professionally in all aspects of communication.

10. Always maintain appropriate levels of confidentiality, working within the requirements of the Data Protection Act and the University's Confidentiality Policy.

11. Liaise with external organisations such as statutory bodies (including HESA and OfS), SITS supplier (Tribal), UCAS and other education providers.

12. Support BU wide events and activities e.g. Confirmation & Clearing, Enrolment & Graduation.

13. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts:
Internal: All BU students and staff
External: All BU stakeholders

Organisation Chart
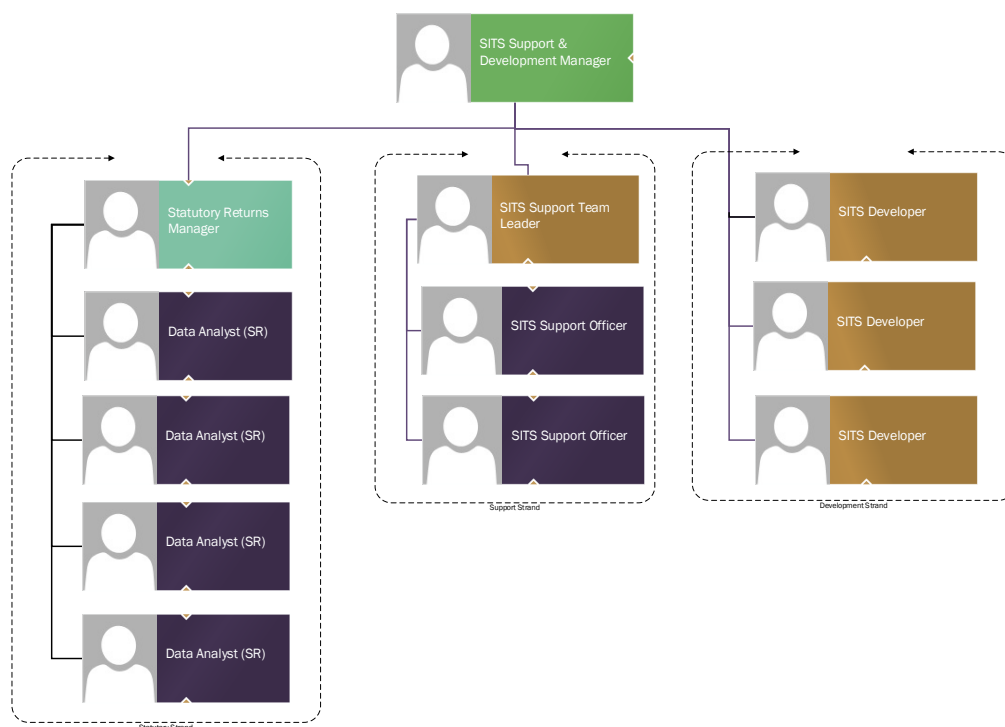
Challenges

There is a need for excellent interpersonal skills and a willingness to work closely with other generalist and specialist teams across BU, building relationships to ensure that enquires can be passed seamlessly between teams at the appropriate time. At peak periods the workload will need careful prioritising and the post holder may have to deal with challenging situations whilst remaining calm and polite at all times.

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 and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

August 2025

Person Specification

Post / Job Title: SITS Support Officer	Post No: 0005054131
Faculty / Service: Academic Services/SITS Support and Development	Date: June 2025

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to 'A' level standard or equivalent (work experience will be applicable and can be a substitute for qualifications).	E
Experience of providing operational support and guidance for a wide variety of procedural issues.	E
Experience of working in a customer facing or advisory role.	E
Experience of working with large datasets including quality assurance and data transformation techniques.	E
Experience of providing system support for a diverse range of technical issues.	D
Experience of working within Higher Education and with a knowledge of a student records system.	D
Skills	
Proven experience of using databases to record, extract and manipulate information.	E
Excellent problem solving and analytical skills including ability to investigate problems and implement appropriate solutions.	E
Proven attention to detail and ability to check own and other peoples' work for accuracy.	E
Excellent interpersonal skills with the ability to work co-operatively and effectively with stakeholders at all levels.	E
Excellent written and verbal communication skills.	E
Ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.	E
Demonstrable ability to understand and interpret complex processes and regulations and explain these to various stakeholders in an effective way.	E
Good MS Office skills with particular focus on Access and Excel.	D
Previous experience of reviewing and implementing administrative processes effectively.	D
Attributes	
Commitment to service excellence.	E
Ability to develop and maintain professional relationships of respect, trust and support with all stakeholders.	E
Agile and flexible attitude towards work including a positive approach to feedback.	E
Ability to work on own initiative and as part of a team.	E
Ability to prioritise and work to tight deadlines.	E
A methodical and systematic approach.	E
Commitment to personal and professional development.	E
Personally resilient and able to keep calm under pressure.	E