Job Description

Job title: Student Records - Training & Development Supervisor

Faculty/Directorate: Registry Services

Grade: E

Role profile: SME1

Full time (37 hours per week)

Permanent

	Duties of the role
Overall purpose of the role	The postholder will be responsible for delivering high quality training across the university for student systems and business processes with the key objective of increasing data quality across the student record.
Main duties and responsibilities	Develop effective partnerships with internal stakeholders in order to define and agree the training requirements to support university deliveries and assess training needs for new and existing employees. In particular work closely with the Digital Skills team to ensure training and documentation is consistent for users of the student records system.
	Develop online training aids such as e-Learning training modules, webinars, online help systems, manuals and support documentation.
	Document and maintain training plans for individual Services and groups of employees as defined through project training plans.
	Manage logistics for training activities including venues, scripts, staff and equipment and organise physical training space to meet employees and the university needs.
	Deliver training programs using institutionally recognised training techniques and tools including classroom instruction, virtual training, webinars and on-the-job coaching.
	Design and apply assessment tools to measure training effectiveness and track and report on training outcomes for the duration of the individual projects.
	Liaise with subject matter experts regarding instructional design to ensure best practice is shared throughout the institution.
	Ensure that there is effective two-way communication in place both between key stakeholders and senior management.
	Review Data Quality across student records and provide training to key stakeholders to help improve and reduce errors.
	Perform any other duties commensurate with the job grade as reasonably required from time to time.
	Treat all DMU staff, students, contractors and visitors with dignity and respect. regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
	The post holder is required to minimise environmental impact in the performance of the role, promote environmental sustainability within the area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.
	The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

Job Title: Student Records Training and Development Coordinator

Faculty/Directorate: Registry Services

Grade: **E**

Role profile: SME1

Full time (37 hours per week)

Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to first degree level or equivalent experience	Essential		✓			✓
	Evidence of relevant professional qualifications in training or management or team supervision experience		Desirable	✓	✓		
Previous Work Experience	Experience of providing training for system users	Essential		✓	✓		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	Understanding and interpreting complex data. Communicating complex processes or regulations in a clear and logical manner to stakeholders.	Essential		✓	✓		
	Ability to create and deliver training plans for a wide range of staff	Essential		✓	✓		
	The ability to present to a meeting in a concise, engaging and confident manner.	Essential		✓	✓		
	Proven ability to work effectively as part of a team, making an active contribution to working flexibly with colleagues within and across teams to achieve shared goals.	Essential		✓	✓		
	Experience and proficiency in using SAP or similar (product lifecycle / customer relationship / resource planning) management systems		Desirable	✓			
	An understanding of customer service excellence, of how this will apply to this role, and a proven track record of delivering a service to demanding stakeholders.	Essential		✓	✓		
	Ability to drive process improvement by engaging stakeholders in different areas	Essential		✓	✓		
	Ability to build and maintain good working relationships, internally and with external partners and stakeholders	Essential		✓	✓		
	Excellent knowledge of IT systems and packages, including MS Office (or equivalent), with ability to create/ manage/manipulate data and provide analytical report	Essential		✓			

Area of responsibility	Requirements	Essential or desirable	A	I	T	D
Organisation	Ability to exercise initiative, work independently and to meet deadlines under pressure	Essential	✓	✓		
	Willingness to work flexibly and provide some evening or weekend work if required	Essential	✓	✓		
Equality and Diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential	✓	✓		
Information Governance	Understand confidentiality and the requirements of the Data Protection Act and GDPR	Essential	✓	✓		
Our Values and Behaviours at DMU						
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential		✓		
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential		✓		
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential		✓		
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential		✓		

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence