Chesterfield College Group

Inspiring Futures.
Changing Lives.

JOB DESCRIPTION

POST TITLE: System Development and Reporting Manager

GRADE: Harmonised Salary Scale Point 41 - 46

RESPONSIBLE TO: Head of Business Information Systems, Data Protection and Compliance

DEPARTMENT: Business Intelligence Systems

WORK ARRANGEMENTS: 37 hours per week / 52 weeks per year

PURPOSE OF THE POST

Chesterfield College provides innovative solutions to our students, staff and operational support colleagues. We value creativity, integrity, and excellence, and we are looking for a manager to lead our key Systems Development & Reporting team. The role will manage systems, application and report developers to enable the organisation in its operations, business intelligence, and various projects. The role will work as part of a multidisciplinary cross service team, ensuring operational excellence and consistency of practice across the service, in line with Chesterfield College Group strategies, plans and priorities.

DUTIES AND RESPONSIBILITIES

1. Manage the daily operations and maintenance of the college business systems making them effective and efficient and in line with the Information Services strategic plan.
2. Ensure the provision of a highly effective reporting, analysis, and dashboard solution. This includes the deployment of data for business decisions and effective management of the business and learners. This is underpinned by the data warehouse you are responsible for.
3. To work with curriculum and support managers to ensure effective data collection, processes, and reporting are in place to deliver timely and accurate outcomes.
4. To develop and implement a systems roadmap with the Head of Business Information Systems, Data Protection and Compliance and other key stakeholders. This includes clear production schedules, resource planning, and communication to customers.
5. To line manage the System & Reporting Developers and the Application & Reporting Developers and ensure the team is high performing and providing excellent services.
6. To shape and develop the core systems that enable growth, optimise productivity, reduce costs, and maximise learner outcomes.
7. To work with IT Services to ensure the effective procurement of systems, that they are safe and secure, and that they are interoperable with other systems.
8. To reduce barriers to success by constantly seeking ways to do things better, quicker, easier and that enables others to be outstanding.
9. To work with the Head of Business Information Systems, Data Protection and Compliance to ensure all of the key performance indicators, business intelligence, and ad-hoc analysis can be undertaken to support the daily running of the college and external requirements such as funding returns, audit evidence, and Ofsted requirements.
10. To manage the helpdesk functionality, to have weekly briefings with the BIS team, set work & priorities, and to manage the general performance of the service.

11. To constantly train the developers in the BIS team so that they can train the wider college workforce on the effective use of learner data systems.
12. To deploy systems analysis techniques with other managers to ensure processes are streamlined and effective and that systems are configured appropriately to capture information accurately and efficiently.
13. To project manage the development and delivery of new systems and major enhancements to existing systems.
14. To work with the Data Protection Officer to ensure that risk assessments are in place and any mitigations are being adhered to.
15. Review and implement policies, procedures and standards for the wider service offer; analyse and interpret management information; continually horizon scan and review feedback mechanisms to aid continuous improvement.
16. Attend wider cross-college forums and to work collaboratively the college to ensure a high-quality service provision; To lead on the development and participation in forums and communities of practice and to provide subject matter expertise in wider projects and meetings across the college.
17. Provide 3rd-line support, resolving system-related issues promptly.
18. To support the college induction process for new staff (and where appropriate existing staff) re. training and awareness of management information systems and associated reporting tools.
19. Liaise with software suppliers as appropriate, to ensure clear communication and timeframes are managed before upgrade and system fixes are applied.
20. Assist with the planning, execution, and management of system upgrades and new implementations.
21. Collaborate with vendors and internal stakeholders to ensure successful deployment and integration of new systems or features.

GENERAL

1. Work effectively as a team and a manager, listen, consult and work in partnership to shape the future success for our Group community.

2. Take an active role in the health, safety and welfare of students/apprentices and staff, ensuring attendance at all mandatory training and adhering to all policies and procedures.

3. Take responsibility for one's own professional development and continually update, as necessary, participating in appropriate staff development activities, as required, including the Professional Development Review.

4. Effectively manage a team providing recruitment, induction, direction, guidance, support, and training where appropriate. Set and deliver service standards and KPIs for the team and monitor progress and performance through team briefings and 1:1s.

5. Apply the Group's Safeguarding Policy and practices and attend all training as requested and Comply with all legislative and regulatory requirements.

6. Comply with the Group's Equality, Diversity and Inclusion Policy, promoting an inclusive environment where every individual is treated with kindness and respect.

7. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

8. Take responsibility for keeping personal data safe, ensuring compliance with the data protection policy and procedures and attending all mandatory training.

Person Specification

Post:	System Development and Reporting Manager	Directorate:	Business Intelligence Systems

Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Qualified to at least Level 4, ideally in a relevant IT discipline, or equivalent experience.	E	A
GCSE English & Maths Grade 4 or above or equivalent.	E	A
Evidence of continuous professional development.	E	A
Experience:		
Working effectively as part of a team, demonstrating exceptional written and verbal communication skills, with experience of communicating information in appropriate formats to a range of clients.	E	A/I
Experience of managing projects within internal and external teams and stakeholders.	E	A/I
Highly competent in the use of Microsoft Office 365 productivity tools, Word and Excel, Power BI tools and relational databases.	E	A/I/T
Experience of working with corporate business systems to report, analyse and present information to support decision making.	E	A/I
Ability to plan, organise, and prioritise duties and responsibilities oneself and that of a team	E	A/I
A proven track record of delivering systems and solutions that enhance operations, increase productivity and/or maximise resources	E	A/I
Experience of management and leadership	D	A/I
Experience of working within the education sector.	D	A/I
Experience of large, complex, multi-user database management systems	E	A/I
Experience of EBS, SQL, SSRS and/or PowerBI	D	A/I
Experience of change management and identifying and resolving complex system issues.	E	A/I
Experience of writing technical documentation and delivering training laymen.	D	A/I
Skills/Knowledge:		
Knowledge of student record and education-based systems, database management and system interoperability.	E	A/I
Sound knowledge of MIS & Reporting strategies and technologies	E	A/I
Understanding or commitment to gain an understanding of Further Education Funding methodologies, Audit regimes, and Ofsted requirements	E	A/I
Thorough understanding of relational databases and the underpinning concepts behind them.	E	A/I
Advanced knowledge of SQL and Microsoft SQL Server Management Studio, and Microsoft SQL Server Integration Services.	E	A/I
Advanced skills of Microsoft Excel	E	A/I
Knowledge of Microsoft Report Builder, Visual Studio, and/or PowerBI	E	A/I
Ability to work effectively as a member of a team and to take a lead.	E	A/I
Ability to identify the root cause of problems and implement solutions.	E	A/I

Qualities:		
A positive attitude and committed to delivering excellent customer service i.e. resolving issues fully to the customer's satisfaction.	E	A/I
Well organised and self-motivated.	E	A/I
Keen to learn new skills and flexible in adopting new ways of working.	E	A/I
Proven track record of producing accurate work and to tight deadlines and coping with a demanding workload.	E	A/I
Excellent problem solving, technical and analytical skills.	E	A/I
Excellent communication and interpersonal skills and ability to communicate effectively with both technical and non-technical staff at all levels.	E	A/I
Prepared to work flexibly according to the needs of the service.	E	A/I
Ability to meet tight deadlines and maintain professionalism with others.	E	A/I
Ability to plan and prioritise own workload.	E	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace and Prevent Duty.	E	A/I
Full commitment to Equal Opportunities and anti-discriminatory working practices.	E	A/I
Ability to work occasionally out-of-hours where reasonably required.	E	A
Ability and willingness to travel between sites and to external meetings as required.	E	A

E = Essential   D = Desirable   A = Application   I = Interview   T = Test

Produced by:	Ricky Coxon	Date Produced:	July 2025