



Job description: MIS Operations Manager

Status	Permanent
Base	Cross-college, but mainly based at the Waterloo Centre <i>Post holder will be required to work across college sites and at other locations on occasion</i>
Salary	Circa £43,969 (inclusive of London Weighting) <i>It is our policy to normally appoint at the bottom of the salary scale</i>
Hours of work	36 hours per week
Reports to	Director of Management Information Services
Manager to	<ul style="list-style-type: none"> • Team Leader: Assessment and Examinations • Team Leader: Funding & Curriculum Planning • MIS Helpdesk and Timetabling Officer (x3)

ROLE PURPOSE

- To manage the day-to-day operations of the MIS department, including MIS helpdesk, timetabling, exams and statutory returns.
- To lead the Helpdesk and Timetabling team.
- To be the lead deputy for the Director of Management Information Services.
- Managing the Helpdesk and Timetabling will involve managing the respective workloads and providing 2nd line support for complex/unusual cases. You must provide a high level of service and support to all users of MIS systems, working closely with other members of the MIS team to ensure a culture of continuous improvement. This includes ensuring the team provides an effective and efficient timetabling service.
- To ensure the College's data is as clean and accurate as possible for internal users and that is compliant with funding and audit rules.

MAIN ACCOUNTABILITIES

1. Provide excellent customer service both personally and via teams under your responsibility.
2. Effectively manage Management Information Services staff, including managing their performance and development, and developing and maintaining a service culture.
3. Effectively manage the MIS Helpdesk and Timetabling function, including performance management of team members, and working within a performance framework focused on achieving annual targets, in line with MIS service standards.
4. Ensure appropriate documentation of all procedures relating to the MIS Helpdesk and Timetabling teams work, including training guides for non-MIS staff.
5. Work effectively via extensive co-operation with other College teams.
6. Work closely with the Chief Planning and Data Officer, Director of MIS, Vice Principals and the Chief Finance Officer to develop and co-ordinate the curriculum review and course planning process. Ensure that planning cycles are timely and successful.
7. Assist the Chief Planning and Data Officer in relation to the College's Data Protection requirements.
8. Work closely with the Director of Management Information Services to deliver an effective service to the College.
9. Lead on the collation and auditing of timetabling information from all Curriculum teams, especially around 16-18 study programmes. This includes working closely with Human Resources and Payroll teams to ensure all staff teaching activity is correctly recorded on UNIT-e to drive hourly paid tutor pay.
10. Ensure compliance is maintained in line with funding agency requirements.
11. Oversee the provision of timely, clean, accurate, and relevant data as and when required in relation to funding.
12. Support the Team Leader: Assessment and Examinations to ensure that all aspects of the Examinations function are undertaken appropriately. This includes the registering of students for qualifications, the smooth conduct of examinations, the timely and accurate notification of results and maintenance of accurate and up to date records.
13. Devise new procedures and processes to ensure that College operations are continually improved, working closely with other members of the MIS Team and throughout the College.
14. Develop an excellent in-depth knowledge of the functionality of the College's Management Information System (UNIT-e), providing second line support to the College's users by liaising with the supplier's technical support staff, as necessary.

General College Responsibilities

All College employees are expected to:

- Exemplify Morley College Values Promote safeguarding and the welfare of children and vulnerable adults.
- Comply with Health & Safety and Equality, Diversity & Inclusion policies.
- Maintain confidentiality and act in accordance with data protection legislation.

- Uphold Morley's values of creativity, collaboration, and student-centred excellence.
- Engage actively in Continuous Professional Development (CPD).
- Adopt a "can-do", solution-focused approach that enhances Morley's reputation for quality and inclusivity.

Managers are additionally expected to:

- Lead and develop their teams, ensuring alignment with organisational objectives.
- Provide regular, constructive feedback and effective performance management.
- Address issues of conduct, capability, and attendance promptly and professionally.
- Coach and support staff to achieve both organisational and individual success.
- Undertake duty management on a rota basis.
- Work across College sites and other locations.

WORKING WITH

The post holder will develop productive working relationships across the College. In particular, this role will work closely with:

- Curriculum teams
- Academic Administration
- Enrolment and Admissions teams
- Premises
- IT Services
- Human Resources
- Finance

DBS STATUS

This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

PERSON SPECIFICATION

Job Title: **MIS Operations Manager**

Essential Criteria

- Degree or equivalent, ideally in an information management related subject.
- Excellent interpersonal and communication skills, including the ability to analyse and explain complex issues and data both verbally and in writing to a variety of audiences.
- Experience managing people, supporting effective teamwork, the development of colleagues and the management of performance.
- Excellent organisational skills and the ability to plan and coordinate the work of a team effectively.
- Experience meeting deadlines, including the ability to step into processes in order to diagnose and fix problems quickly.
- Knowledge of standard College processes, where efficiencies can be found and improvements implemented.
- Knowledge of Curriculum structures and requirements to support operational MIS processes.
- Excellent analytical skills, including experience of presenting processes clearly to non-technical staff.
- Proven project management and coordination skills.
- Highly numerate and literate.
- A high level of attention to detail and accuracy.
- Have a commitment to and be able to demonstrate knowledge of health & safety and equality and diversity as appropriate to the post.
- A clear understanding of Safeguarding and Prevent and the ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount.

Desirable Criteria

- Knowledge of UNIT-e.
- Knowledge of business process mapping.
- Experience of managing a timetabling service in an education setting.
- Experience of managing a Helpdesk service within an IT and/or education setting.
- Experience of working in MIS within the Further or Higher Education sector.