Chesterfield College Group

Inspiring Futures.
Changing Lives.

JOB DESCRIPTION

POST TITLE: Applications & Reporting Developer

GRADE: Harmonised Salary Scale Point 22 - 28

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 an Applications & Reporting Developer to join our dynamic team. The role will provide support for 3rd Party applications, to develop enhancements to them, and to aid with reporting and dashboard solutions. 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. Assist in the daily operations and maintenance of the college business systems.
2. Assist the BIS helpdesk functionality to effectively manage and monitor all tasks ensuring the timely resolution of queries and issues.
3. 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.
4. Work collaboratively across Business Intelligence Systems, ICT Services, and other Data Service providers to ensure a high-quality service provision; develop and participate in forums and communities of practice. Provide subject matter expertise in wider projects and meetings across the college.
5. Support the design, development, implementation, and maintenance of systems and align to the operational and strategic needs of the college.
6. Provide support as first-line, resolving system-related issues promptly.
7. Assist in training sessions where applicable and create documentation to help users effectively use business systems.
8. To handle any GDPR related matters related to systems, including impact assessments linked to the deployment of new systems, and to also keep an inventory of corporate systems that are supported by the team, in conjunction with the Data Protection Officer.
9. 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.
10. To have a good technology grasp of ICT productivity tools such as Microsoft Teams and Planner and to exploit their use to ensure efficient and effective team mechanics and productive work outputs.

11. Support business systems and processes to meet the needs of the college; supporting the college's paperless agenda, ensuring efficient and effective use of all resources both human and systems.
12. Liaise with suppliers as appropriate, to ensure clear communication and timeframes are managed before upgrade and system fixes are applied.
13. Assist with the planning, execution, and management of system upgrades and new implementations.
14. Collaborate with vendors and internal stakeholders to ensure successful deployment and integration of new systems or features.
15. Provide subject matter expertise and technical support to customers and teams to ensure that data and system information are available and fit for purpose. Promote business systems and data as an asset to inform operational and strategic decision making.
16. Develop an understanding of other business systems functions and work as part of a team.
17. Implement features within the core business systems, ensuring compliance with college policies and procedures and that productivity is enhanced.
18. Work on developments as directed by the Head of Business Information Systems, Data Protection and Compliance.
19. Work with cross college support teams to automate manual processes to aid accuracy and reliability of business data.
20. Become expert on different features of core management systems and to assist users to become experts too.
21. Assist in the development of web-based solutions to improve access to information.
22. Implement simple reports using pre-configured views of data, including using custom views in core college systems.
23. Utilise the data in the data warehouse to drive improvements, analyse data, produce SSRS reports/datasets, and update dashboards on PowerBI.

<u>GENERAL</u>

1. Work effectively as a team, 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. Act as an ambassador for the Group, being positive and professional at all times.

5. Comply with all legislative and regulatory requirements.

6. Apply the Group's Safeguarding Policy and practices and attend all training as requested.

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

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

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

Person Specification

Post:	Applications & Reporting Developer	Directorate:	Business Intelligence Systems

Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Qualified to at least Level 3, 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 coordinating projects and tasks 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.	D	A/I
Experience of working in a changing environment requiring a flexible and responsive approach.	E	A/I
Experience of helping to create, share and follow business processes and procedures.	E	A/I
Experience of planning own and teams work and meeting and working with customers in a varied and busy environment.	D	A/I
Experience of working within the education sector.	D	A/I
Awareness of SQL tools, SQL Server Reporting Services (SSRS).	D	A/I
Awareness of SQL Service Integration Services (SSIS) packages for data warehousing.	D	A/I
Experience of application support and identifying and resolving system issues.	E	A/I
Experience of writing technical notes and delivering training to end users.	D	A/I
Skills/Knowledge:		
Knowledge of student record and education-based systems, database management and system interoperability.	E	A/I
An excellent standard of written communication and good presentational skills.	E	A/I
Ability to work in an organised and methodical manner with high attention to detail.	E	A/I
Ability to solve problems and use initiative.	E	A/I
Ability to provide timely and accurate information.	E	A/I
Ability to analyse and assimilate information quickly.	E	A/I
Ability to learn new complex systems.	E	A/I
Ability to develop applications using appropriate built-in tools and features.	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 with an ability to plan and prioritise own workload.	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**
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