

As one of the leading Colleges in the country, with significant strengths in health and social care, engineering, creative industries, construction, catering and digital, Northampton College is an inspiring place to work.

Our students come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our organisation stronger. Why not join our dedicated team as a **Systems and Integrations Developer**?

Job Title	Systems and Integrations Developer
Ref No.	NC25260039A
Department	Management Information Systems (MIS)
Reporting to	Senior Business and Integrations Developer
Location	Northampton, Booth Lane Campus
Salary	In the range of £31,944 - £35,307 per annum Starting salaries will normally be aligned with the first point in the grade for the role. Only in exceptional circumstances, as determined by the College, will appointment to a higher point be considered. If you have any queries regarding the College's policy on this, please contact the recruitment team prior to submitting your application.
Hours	37 hours per week, 52 Weeks per year
Contract Type	Permanent

We are committed to the safeguarding and welfare of all our students, we follow safer recruitment statutory guidance (Keeping Children Safe in Education).

If you are successful, you will be required to complete thorough pre-employment checks, including an enhanced DBS check and satisfactory references. All applicants must have the right to work in the UK at the time of application, as the College does not hold a sponsorship license.

REWARDS AND BENEFITS

As well as a great salary and friendly team you will also receive:

- ▶ 35 days pro rata annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year
- ▶ Discounts through membership of the NUS and Blue Light Card - ranging from Amazon Prime to eating out, fashion, beauty, entertainment and more.
- ▶ Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 22%)
- ▶ Access to continued professional development
- ▶ Free parking and access to electric vehicle charging
- ▶ Multi gym and sports hall
- ▶ Confidential Employee Assistance Programme, offering a confidential phone line, a website and a downloadable app
- ▶ Access to the College's Wellbeing Hub
- ▶ Enhanced family friendly policies
- ▶ Generous sick pay and compassionate leave scheme
- ▶ Discounted hairdressing and beauty therapy treatments in our training salons (The Salon NC).



Job Description

Role Purpose

Working alongside the College's Senior Systems and Integrations Developer, the post holder is responsible for the day-to-day maintenance, configuration, and operational support of the College's Management Information Systems (MIS) and related integrations. The postholder will act as a main point of contact for system-related issues and service requests, ensuring the stability, reliability, and effective performance of existing systems and automated processes.

The role is primarily focused on supporting and improving existing systems; however, the postholder will also contribute to the development of new systems and technical solutions under the guidance of the Senior Systems and Integrations Developer.

Main Duties and Responsibilities

1. To provide first- and second-line support for MIS platforms, systems, and integrations. Responding to incidents and service requests and resolve issues in line with agreed processes.
2. To act as a main point of contact for system-related queries, providing clear communication and timely, effective resolutions.
3. To maintain and support existing MIS platforms, integrations, and automated processes, to ensure business continuity and system reliability.
4. To investigate, diagnose, and resolve system issues via the implementation of fixes and improvements in line with change control procedures.
5. To perform routine system configuration, updates, and testing, ensuring minimal disruption to College operations
6. To support and maintain data integrations between MIS, finance, Customer Relationship Management (CRM), Human Resources, Virtual Learning Environments, and other business systems, ensuring the reliability of integrations with internal and external partners.
7. To monitor system and integration performance and reliability. To respond to failures, data mismatches, or delays, to identify and escalate risks to service continuity where appropriate.
8. To support the maintenance of automated and manual communication processes (e.g. email, Short Message Service) linked to MIS systems.
9. To assist the Senior Systems and Integrations Developer to test, implement, and document system enhancements and upgrades. Contributing practical improvement ideas and to escalate architectural or design decisions appropriately.
10. To maintain accurate and up-to-date technical documentation for systems, integrations, and support processes. Including data flow documentation to support resilience and audit requirements.
11. To maintain an understanding of, and compliance to, the College's data collections and protection policies and the General Data Protection Regulations (GDPR)

12. To liaise with external software providers and technical support teams to diagnose and resolve technical issues.
13. To maintain up to date knowledge of student record systems, Individual Learner Record (ILR) requirement, funding methodologies, and examination processes to ensure technical developments remain compliant.
14. To carry out examination invigilation duties as required.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> English and maths GCSE grade C/4 or above (or equivalent), or willingness to obtain 	
Knowledge	<ul style="list-style-type: none"> Knowledge of relational databases and Structured Query Language (SQL) . Understanding of system support practices, troubleshooting, and change control Knowledge of system integrations and data transfer mechanisms. Understanding of data protection and information security principles Awareness of MIS or business systems used within an education or similar environment. Understanding of, and commitment to, the principles of equity, inclusion and belonging Understanding of the principles of safeguarding young people and vulnerable adults in an educational setting Understanding of the principles of data protection Awareness of data protection, GDPR, and secure data handling within system integrations Understanding of the operational impact of integration failures on reporting, funding, and College processes 	<ul style="list-style-type: none"> Knowledge of MIS or business systems used in Further Education Knowledge of One Advanced Pro Suite of software Working knowledge of CRM solutions Knowledge of scripting, automation, or configuration
Skills	<ul style="list-style-type: none"> Logical and methodical approach to problem-solving Ability to manage and prioritise multiple support tasks and service requests Strong problem diagnosis and troubleshooting skills across systems, interfaces, and data flows Ability to communicate effectively with technical and non-technical users High attention to detail and a reliable, professional approach to work Ability to manage and prioritise multiple requests within agreed timescales Ability to communicate technical integration issues clearly to non-technical colleagues. Professional and responsive approach to customer support 	
Experience	<ul style="list-style-type: none"> Experience supporting or maintaining business-critical systems Experience diagnosing and resolving technical system issues. Experience working with databases, integrations, or automated processes Experience of working to deadlines and project plans in a structured environment 	<ul style="list-style-type: none"> Experience using One Advanced Pro suite of software Experience working with MIS or student information systems in a Further Education environment Experience of scripting, automation, or configuration tools

	Essential	Desirable
		<ul style="list-style-type: none"> • Experience integrating education sector systems. • Experience working with supplier-managed systems or Application Programming Interface (API) where direct system control is limited
Attributes	<ul style="list-style-type: none"> • Strong work ethic: exhibits dedication and diligence in carrying out responsibilities with a commitment to excellence • Collegiate: works well within a team environment, cultivating a collaborative and cooperative approach • Enthusiastic and innovative: displays a positive attitude and creative mindset, contributing fresh ideas and solutions • Adaptability and reliability: adapts easily to changing situations and is dependable in fulfilling commitments • Priorities the needs of the team, customer, and the organisation • High degree of integrity and honesty • Empathetic: demonstrates thoughtfulness towards others • Resilience: able to recover from setbacks quickly • Self-motivated: demonstrates initiative, positivity, and a proactive approach • Positive role model for students 	

GENERAL

You will be required to undertake such other duties appropriate to the grade and nature of the work as may reasonably be required of you. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Your duties will be set out in this job description but please note that the College reserves the right to update your job description from time to time to reflect changes in, or to, your job.

Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description. You will be consulted about any proposed changes via either collective or individual consultation.

You will be required to have a flexible approach to work, working outside your normal working pattern when reasonably required to do so, including, for example to support College open events. You will have the ability to travel effectively, for example to other College campuses.

You will be required to ensure all safeguarding and student welfare duties and responsibilities are fully met and that you adhere to the relevant College policies and procedures.

You will be required to adhere to, and promote, the College's values of respect for each other, dignity, diversity and equal opportunity, enabling the continual evolution of a culture of inclusion, where diversity and difference is embraced and open, positive discussion is genuinely valued.

You will be responsible for ensuring compliance with the General Data Protection Regulation (GDPR) and for handling all personal data in accordance with applicable data protection laws and College policies and procedures.

You will be required to participate in the College's Employee Performance and Development process and to undertake any professional development activity/training required.

You will be required to fulfil your health and safety responsibilities for your own health and wellbeing and that of others within the College.

