

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**PROFESSIONAL SERVICES**  
**DEVELOPMENT AND ALUMNI RELATIONS**  
**DIVISION OF DEVELOPMENT AND ALUMNI**  
**SYSTEMS ANALYST**  
**VACANCY REF: PSX-020758**

**Salary:** Grade 6 £34,308 to £42,155 per annum, depending on relevant experience plus access to USS pension (21.6% employer contribution)

**Hours:** Full Time

**Duration:** Permanent

**Location:** Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

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**Job Description**

Right now is Manchester's time to shine. We're currently preparing to launch our first ever major fundraising and engagement campaign. And we're making plans to mark our University's 200<sup>th</sup> anniversary in 2024.

At Manchester we don't just focus on what we're good at. We ask what we're good for.

Through our teaching we are educating a new kind of socially responsible graduate – tomorrow's thinkers, doers and leaders of a better world. Through our research we are addressing the most pressing global challenges with bold and brilliant solutions. Through innovation we are turning ideas into reality, creating the jobs and industries that will sustain us in the future. And in the heart of the city and beyond, we are breaking down barriers to art, science and learning in order to build stronger, more resilient communities.

Manchester people are different. Not only do we share the values of integrity, being bold, being ambitious, and being collaborative, we also share a pioneering spirit and the courage to make a difference. If you have a fearless personality, boundless optimism and a desire to create a healthier, fairer and more sustainable world, we'd love you to get in touch.

Exciting? We think so too.

### **Details of the role**

The postholder is DDAR's technical systems lead, with responsibility for ensuring all DDAR IT systems, software and hardware are stable and fit for purpose. The postholder is responsible for the development and delivery of technical projects and solutions for the Division, including CRM and reporting information systems.

### **Key responsibilities, accountabilities and duties**

1. Work with the Head of Operations to develop and implement a DDAR systems roadmap. Work with DDAR colleagues and systems users to proactively develop IT tools and their usage to maximise their impact.
2. Ensure all DDAR systems, platforms, hardware, software and web tools are stable, fit for purpose and available and accessible to users (including new starters) as required. Ensure service continuity and that application performance is acceptable, and work with ITS to ensure appropriate server architecture.
3. Work with IT Services to ensure backups are secure and readily accessible, and disaster recovery processes established for all systems. Lead on systems performance troubleshooting and improvement projects.
4. As DDAR's technical lead for systems development (including CRM, and web and reporting/data visualisation tools and platforms) oversee and/or deliver projects relating to new tools and systems (including CRM and integrations), the development of and upgrades to current ones (including security updates), and divestment from technology as appropriate.
5. Develop and deliver solutions for DDAR reporting requirements, and work with ITS to manage the technology and process underpinning them (including a data warehouse and PowerBI reports). Actively contribute to and advise on design and requirements building to ensure user needs are met, and ensure appropriate guidance documentation is available for users, maintenance, and development.
6. Ensure processes are in place for, and where appropriate contribute to the delivery of, all statutory returns and reporting requirements. This includes Freedom of Information requests, Subject Access Requests, the Graduate Outcomes Survey and professional body returns, for example the CASE-Ross Survey.

7. Working alongside colleagues across Development Services, provide expert technical user support for the DDAR systems, ensuring colleagues are confident with technology and the information it holds.
8. As an expert on DDAR data work collaboratively with colleagues to proactively develop DDAR data and understanding of it, to meet current and future needs.
9. Oversee the management of all DDAR hardware, ensuring and inventory and replacement schedule is in place.
10. Manage and support the development of the Systems Officer. Prioritise and schedule systems and reporting work, ensuring the quality, timely and successful completion of tasks.
11. Keep abreast of new technology and developments with current systems to align to business need. Proactively advise on required work, opportunities and threats to the organisation.
12. Support and cover colleagues during absence or holiday or peak periods of activity.
13. Actively contribute to the values culture of the University and the DDAR team within your working practice and relationships.
14. Other such duties as may be required from time-to-time as required by the Head of Operations or Deputy Director – Development Services.

#### **Essential knowledge, skills and experience**

1. An excellent and demonstrable practical understanding of relational databases and data management and interpretation.
2. Experience in all aspects of the technical management and development of information systems and technology, including CRM and web tools and platforms.
3. Proven ability to deliver complex IT projects.
4. Strong customer service and stakeholder management skills, with an ability to understand business need and users and work collaboratively to create user focused and user driven solutions.
5. Proven SQL coding skills with the ability to advise on, design, build and deliver complex but accessible reports to specification.
6. Experience of creating and managing data warehouses (including ETL) and reporting suites.
7. Ability to understand and interpret complex information.
8. Excellent communication skills, with the ability to present and explain complex concepts or data to a wide audience.
9. Works collaboratively, building productive relationships with colleagues and stakeholders.

10. Results orientated, ambitious and seek continuous improvement. Ready to look for solutions and suggest ideas for improvements to data, procedure and working practice.

11. Ability to work to tight deadlines with excellent attention to detail.

### **Desirable knowledge, skills and experience**

1. Experience in a Higher Education fundraising or engagement environment.
2. Line management/supervisory experience.
3. A keen interest in new technologies.
4. Knowledge of Data Protection and Freedom of Information legislation and its practical application.
5. HTML, ASP and PHP coding skills (or equivalents) and web development experience.
6. Familiarity with Higher Education statutory returns (in particular, the Graduate Outcomes Survey).

### **About The University of Manchester**

The University of Manchester is the UK's largest single-site university, and part of the prestigious Russell Group of universities. Our University is highly respected as a centre of teaching excellence and innovative research.

Our vision is to be recognised globally for the excellence of our people, research, learning and innovation, and for the benefits we bring to society and the environment.

With 25 Nobel Prize winners among our current and former staff and students, we have a history of world firsts and brilliant discoveries, from splitting the atom to giving the world graphene.

We're committed to world-class research, an outstanding learning and student experience, and social responsibility in everything we do.

The University of Manchester was the first and most eminent of the civic universities, furthering the frontiers of knowledge through research and teaching, but also contributing to the well-being of its region and society more widely.

You can read more about our University's vision, values and strategic plan [here](#).

### **About the Division of Development and Alumni Relations**

In the Division of Development and Alumni Relations, our aim is to help everyone connected to The University of Manchester to make a positive impact in the world.

- We help the brightest people to fulfil their potential, regardless of their background.

- We help our researchers make new discoveries and breakthroughs to improve our world.
- We help alumni, donors and others to stay part of the Manchester story, wherever they might be.

The Division aims to provide an outstanding experience to donors and alumni who wish to play a partnership role in supporting strategic goals. The University benefits from the interest and support of the UK's largest alumni community for a campus-based university, maintaining contact with over 500,000 alumni in over 190 countries.

Beyond philanthropy, we work with alumni volunteers who are engaged in programmes that bring current students and alumni together, in order to enhance the student experience and take the University's commitment to Social Responsibility to new levels.

### Our values



Working in Development and Alumni Relations at the University of Manchester is exciting, rewarding and fun. Our four values reflect who we are, how we do things, and what we want to achieve. Underpinning everything is our drive and commitment to make a positive impact and to make a difference.

As an equal opportunity employer, we welcome applications from all suitably qualified persons and all appointments will be made on merit. As we are committed to the principles of the Race Equality Charter Mark, we would particularly welcome applications from the Black, Asian and Minority Ethnic (BAME) community who are currently under-represented at this level in this area.

### Working at The University of Manchester

The University of Manchester strives to make our community a welcoming, caring and enthusiastic one, fuelling ambition with opportunities and support to help us all achieve our personal and professional goals.

Our diverse job opportunities include an attractive [benefits package](#) with family-friendly policies that provide for flexible working. We care deeply about career and personal development, offering a structured induction programme for new staff, an annual performance and development review, staff training for all career stages and mentoring opportunities to support your career development.

We have a genuine commitment to [equality of opportunity](#) for our staff and students, and are proud to employ a workforce that reflects the diverse community we serve.

As a global institution, situated at the heart of a lively, [culturally diverse city](#), we welcome applicants of all nationalities. To help international job applicants plan for life in the UK, we have put together some useful [information on passports and visas](#), travel to the UK, accommodation and a number of other practical considerations.