

The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

Main Purpose of Role:

- 1) To project manage all development and maintenance needs for our digital platforms
- 2) Become an in-house trainer and first line of support for our systems
- 3) Manage our data-warehouse/reports and digital analysis requirements

Responsible to: Marketing Manager

Responsible for: N/A

Grade: £25,000 - £27,000

Main Duties of the Role

To project manage all development and maintenance needs for our digital platforms

- Manage our back-end platform (MemPlus) ensure all modules are onboarded and working correctly, liaising with the agency for all current and future development needs to support the Union's digital strategy.
- Work with internal stakeholders to respond to maintenance requirements liaising with the external platform agency or internal web developers to agree the best solution in each requirement.
- Project manage delivery of new digital systems, or upgrades to existing, and ensuring deadlines are achieved.
- Review existing systems and identify enhancements & updates, in collaboration with end users and system owners
- Maintain awareness of current online and digital trends and latest web design & programming techniques
- Responsible for ensuring the development & maintenance of hosting for student clubs & societies websites
- Assist with the development of system roadmaps and long-term planning for development work and delivery

Become an in-house trainer and first-line of support for our systems

- Gain knowledge of the MemPlus platform to become the resident expert
- Use your knowledge to become the in-house trainer for all staff – providing support and guidance when needed
- Provide a level of first-line support to internal teams to resolve issues or define next steps
- Develop technical documentation and support guides for SUSU digital systems.
- Implementation of security and data protection to secure the personal data of users.
- Provide advice to staff and students with regards to data security and GDPR principles

Manage our data warehouse / reports and digital analysis requirements

- Gain knowledge of our data-warehouse to co-ordinate request with responding data reports
- Support the organisation to embed a full CRM system to reap the rewards
- Work with the Insight Manager and Digital Lead to improve available data for analysis
- Deploy and review analytics and other feedback mechanisms to identify and resolve issues, and gather user feedback

Contribute to the overall effectiveness of the Union by

- Developing and maintaining relationships with key internal and external stakeholders
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Relevant degree level qualification		X
Experience of using CRM platforms or complex digital systems	X	
Experience in delivering projects and project management principles	X	
Experience of working in a technical environment which might include agile development		X
Experience of working with a range of IT systems	X	
Working as part of a team and liaising with 3 rd party agencies on development projects		X
Experience of gathering data, generating reports and carrying out insight analysis	X	
Experience documenting systems and developing user guides		X
Experience creating and reviewing technical policies, guidelines, and standards		X
A good knowledge of best practice within IT systems		X
Knowledge and understanding of relevant legislation, including GDPR	X	
An understanding of accessibility		X
Excellent communication skills, with the ability to relate to and communicate effectively with people at all levels	X	
Capable of delivering training to both technical and non-technical background	X	
Excellent organisational skills with the ability to prioritise and manage a varied workload in a busy operating environment and the ability to delegate appropriately.	X	

Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.