



NORWICH UNIVERSITY OF THE ARTS

Systems and e:Vision Developer/Trainee

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**NORWICH
UNIVERSITY
OF THE ARTS**

Supporting Information

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.



In choosing to work at Norwich University of the Arts you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional creative arts education, research and knowledge exchange. You will work in a stimulating and critically engaged workplace, where creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. Norwich University of the Arts has been praised for how we encourage our students through “experimentation, creative risk-taking and team-working.”

We are ranked a top-two UK creative arts university, the highest-ranked specialist creative arts university outside London in the Complete University Guide 2023. We were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer pre-enrolment to post-graduation. In 2021 we were ranked second in the World Brand Society’s league of Design Education Institutions of the Year. We won one award, came second in another, and were third in the University of the Year category at the 2020 WhatUni Student Choice Awards.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21st century teaching spaces and workshops are housed in renovated buildings with medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative ‘gamification’ of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries. There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

Prof Simon Ofield-Kerr Vice Chancellor



For further information on Norwich University of the Arts and our Community please [view our website](http://www.nua.ac.uk) www.nua.ac.uk



System and e:Vision Developer/ System and e:Vision Developer Trainee

Full-time

£35,333 to £42,155 per annum (Developer role)

£29,619 (Trainee role)

Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

We have an exciting opportunity to appoint a full time System and e:Vision Developer to join our Academic Registry team.

The post holder will be a key member of the team supporting the design, delivery and maintenance of projects within the Student Record System (SITS and e:Vision) and integrated systems.

You will be responsible for developing, maintaining and supporting e:Vision functionality and system integrations, liaising with relevant stakeholders to improve business processes and efficiency.

Educated to degree level, the successful candidate will have experience of using some or all of the following technologies:

- o HTML, CSS and XML
- o JavaScript, JQuery and AJAX
- o APIs and Web Services
- o T-SQL

The successful candidate will have experience of first, second and third line support, project management, managing or executing system changes and writing technical documentation.

You will be highly organised and able to plan and prioritise work effectively in an environment with multiple deadlines and concurrent tasks.

We are also offering this role on a Trainee basis. This would be an exciting opportunity for an individual to develop their skills through a Development Programme, perfect for anyone wishing to progress into a more technical role and further their knowledge and experience.

Please indicate in your application if you would like to apply for the Trainee opportunity.

Closing date : 8 February 2023 5.00 pm

Interviews will be held on: 28 February 2023

Job description

System and e:Vision Developer

Reports to: Deputy Registrar

Job purpose

The post holder will work as part of a team to support the design, delivery and maintenance of medium to large scale projects within the Student Record System (SITS and e:Vision) and integrated systems.

Main responsibilities

- Develop, maintain and support e:Vision functionality and system integrations through the following tools:
 - HTML, XML and CSS
 - JavaScript, JQuery and AJAX
 - APIs and Web Services
 - T-SQL
 - Tasks, Vistas and Workflows (SITS)
 - STU-Talk (SITS)
- Regularly review business processes with relevant stakeholders to improve business efficiency.
- Provide high quality support and service to all staff, students and applicants for supported systems.
- Maintain and develop relationships with system suppliers to keep up-to-date with best practices and ensure good service, security, and best value.
- Author, review and update accurate and comprehensive documentation relating to business systems' processes, procedures and best practices.
- Maintain an up-to-date knowledge of supported systems and provide recommendations for future developments within the University.
- Undertake end-to-end testing of the relevant systems following software updates, system upgrades and the release of new functionality.
- Represent the University at external events and conferences and to provide advice to the University as appropriate.
- Participate in Academic Registry events including enrolment, admissions interviews, graduation and UCAS clearing as required.
- Ensure that all activities are undertaken within the timescales as required by the University and as required by key University policies including GDPR, Freedom of Information, Equality and Diversity and Health and Safety.
- This role will require out-of-hours support during upgrades and software updates to supported

Further information

Equality, Diversity and Inclusion

All members of staff are required to support the University's policy on equality, diversity and inclusion and to ensure that their work practices reflect that commitment.

Health and Safety

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

Policies and Procedures

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

Staff Development

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

Confidentiality

Maintain confidentiality regarding all aspects of work.

Variation to Job Description

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

Person Specification

System and e:Vision Developer

Essential.

- Experience of some or all of the following technologies:
 - HTML, CSS and XML
 - JavaScript, JQuery and AJAX
 - APIs and Web Services
 - T-SQL
- Experience of providing first, second and third line support
- Experience of project management, including process review and change management
- Experience of managing or executing system changes
- Experience of writing technical documentation to support developments
- Self-motivated with a proven ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of an administration team
- Excellent written and oral communication skills, including the ability to disseminate complex information in a clear and appropriate manner and to produce high quality reports and documentation
- Excellent organisational skills
- Strong eye for accuracy and attention to detail
- Ability to work both independently and with a wide range of colleagues across the University

Desirable

- Educated to degree level or equivalent professional qualification
- Experience of e:Vision development using version 9.0 or later
- Experience of using SQL to query a database
- Knowledge of current HE issues and developments

Job description

System and e:Vision Developer Trainee

Reports to: Deputy Registrar

Job purpose

Responsible for the ongoing day-to-day support, administration and maintenance of the Student Record System (SITS and e:Vision) and integrated systems.

Main responsibilities

- Provide day-to-day systems support, answering queries and resolving issues promptly and, where necessary, liaise with third-party support on application-related issues.
- Collaborate with the System and e:Vision Developer to ensure knowledge transfer, share support workloads and provide cover.
- Support the design and delivery of e:Vision functionality and integrations through the following tools:
 - HTML, XML and CSS
 - JavaScript, JQuery and AJAX
 - APIs and Web Services
 - T-SQL
 - Tasks, Vistas and Workflows (SITS)
 - STU-Talk (SITS)
- Regularly review business processes with relevant stakeholders to improve business efficiency.
- Author, review and update accurate and comprehensive documentation relating to business systems' processes, procedures and best practices.
- Maintain an up-to-date knowledge of supported systems and advise on changes which will impact on future or existing developments.
- Undertake end-to-end testing of the relevant systems following software updates, system upgrades and the release of new functionality.
- Represent the University at external events and conferences and to provide advice to the University as appropriate.
- Participate in Academic Registry events including enrolment, admissions interviews, graduation and UCAS clearing as required.
- Ensure that all activities are undertaken within the timescales as required by the University and as required by key University policies including GDPR, Freedom of Information, Equality and Diversity and Health and Safety.
- This role will require out-of-hours support during upgrades and software updates to supported

Further information

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Staff Development

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

Confidentiality

Maintain confidentiality regarding all aspects of work.

Variation to Job Description

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Person Specification

System and e:Vision Developer Trainee

Essential

- Experience of some or all of the following technologies:
 - HTML, CSS and XML
 - JavaScript, JQuery and AJAX
 - APIs and Web Services
 - T-SQL
- Experience of providing first and/or second line support
- Strong documentation skills.
- Excellent organisational skills
- Good decision-making skills and the ability to understand when decisions will impact on other systems and user
- Strong written and oral communication skills
- Self-motivation and commitment
- Strong eye for accuracy and attention to detail
- Ability to work both independently and with a wide range of colleagues across the University

Desirable

- Educated to degree level or equivalent professional qualification
- Experience of managing or executing system changes
- Experience of e:Vision development using version 9.0 or later
- Experience of using SQL to query a database
- Knowledge of current HE issues and developments

General Information

Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff. The main conditions are summarised below.

Duties

Within this pack you will find a job description outlining the duties and responsibilities for this role.

Starting Date

This post is on an indefinite basis and is offered for the successful candidate from March 2023.

Hours of Work

For the Developer role, the standard hours of work for professional services staff are not less than 37 hours per week.

The hours for the trainee role are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for the System and e:Vision Developer is Grade 7, which is from £35,333 to £42,155 per annum.

The starting salary for the trainee opportunity is Grade 6, £29,619 per annum. It is anticipated that this would be reviewed after completion of an 18 month Development Programme.

Annual Leave

There is an annual holiday entitlement of 22 days rising to 25 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 21.1%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for

partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

If it is necessary for you to travel to the main campus for your interview or a site visit, reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request. You will need to provide receipts for expenses claimed. If you are offered the position and decline the offer, expenses may not be reimbursed.

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical assessment process.

If you are unsure of your right to work you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

- The **Job Description** provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.
- The **Person Specification** sets out information about the characteristics that are essential and desirable to perform the duties in the job description e.g. knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

Equal Opportunities Monitoring

As part of its commitment to equality, diversity and inclusion we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To assist with this commitment, you are asked to complete the Equal Opportunities Monitoring section of the application form. Information provided will be treated as confidential and will be used in accordance with the requirements of the Data Protection Act as set out in the Job Applicant Privacy Notice.

Submission of Application Form

Please submit your completed application form to jobs@nua.ac.uk

The closing date for this vacancy is:

5.00 pm Wednesday 8 February 2023

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

If you are shortlisted for interview you will be contacted by a member of the Human Resources Team.

The date of the interview will be:

Tuesday 28 February 2023

If your application is unsuccessful on this occasion you will be advised by email. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants will be asked to provide proof of eligibility to work in the UK. For the successful candidate the copy will be held on the personal confidential file. Documents obtained for unsuccessful shortlisted applicants will be destroyed 12 months after the end of the relevant recruitment process.

We would like to take this opportunity of thanking you for your interest in this position and to wish you success with your application.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@nua.ac.uk.