

Senior Systems Developer

Digital Innovation

Candidate Information Pack – September 2021



About the Royal Agricultural University

The Royal Agricultural University has been at the forefront of agricultural education and a key contributor to the land-based sector for over 175 years.

Our heritage

The Royal Agricultural University (RAU), formerly the Royal Agricultural College, was the first agricultural college in the English-speaking world. The first 25 students were admitted in September 1845.

From its early days, the College was staffed with innovators and pioneers and made a considerable impact on farming practice and agricultural science. In 2013, the Privy Council awarded the College full University Status with Taught Degree Awarding Powers, in recognition of its long record in the provision of higher education.

The present

The RAU has some 1,200 students studying a range of subjects, including agriculture, animal science, business, environment, equine science, farm management, food, real estate and rural land management. Set on the edge of Cirencester in the beautiful Cotswold countryside, its small size provides an exceptional sense of community amongst students and staff, which supports, develops and encourages students from all backgrounds to achieve their ambitions.

The University motto is 'Arvorum Cultus Pecorumque', a quotation from Virgil's *Georgics*, meaning 'Caring for the Fields and the Beasts'. This maxim has been enduringly relevant for a University which, in every area of its activity, has worked to promote sustainable use of the land, safeguard the environment and animal welfare and the wellbeing of rural communities. The RAU prides itself on combining subject expertise with industry connectivity and an innovative, forward thinking, enterprising approach. This opens doors for students, and RAU graduates are well prepared for successful careers in their chosen field, whether that be leading innovation and change in industry, informing future land-based policy, or setting up their own businesses.



The future

Since 2016, the RAU has achieved significant progress against its strategic plan and has delivered transformation and change. The RAU has redefined its purpose as "to cultivate care for the land and all that depend on it".

Core elements of the strategy include:

- Growing and diversifying the student community by providing an outstanding student experience and excellent employment outcomes. Innovative programmes will be informed by the evolving needs of industry and designed for learners at all stages of life, delivered via traditional and online learning platforms.
- Establishing a Knowledge Hub that will help industry navigate change and uncertainty making it possible to tackle big challenges more effectively, thereby delivering societal benefit and impact. The Hub will provide a focus to catalyse farmer led innovation, act as an accelerator of rural enterprise and become a centre for thought leadership for development of evidence-based policy and strategic thinking.
- Becoming a sustainable, efficient organisation that can fund a continuing investment in its physical, digital and human infrastructure, ensuring a continually improving and excellent experience for students and staff.

"The RAU's mission is to equip a new generation to thrive through change"



- Partnering with land-based colleges and schools to extend and diversify the student community. The University will foster thriving linkages to a variety of localities and communities across the UK, thereby extending the reach of learning opportunities it offers and the impact of its research.
- Developing sustainable partnerships with industry and research-leading institutions to provide a wider perspective, ensuring that what it teaches is relevant, improves student employment outcomes and enables sustainability-oriented innovation.
- Building on existing and successful international partnerships, among which a prominent feature has been teaching partnerships with Chinese universities.

Select highlights

The RAU has achieved significant progress against its strategic plan. Recent successes include:

- Ranked one of the UK's Top Ten Universities. Whatuni Student Choice Awards, both 2019 and 2020 <https://www.whatuni.com/student-awards-winners/university-of-the-year/>. We were also top 10 for job prospects in both years.
- Enterprising Learning Provider of the Year 2019: IOEE Celebrating Enterprise Awards 2019 <http://ioee.uk/2019/10/07/celebrating-enterprise-awards-2019/> . Awarded Centre of Excellence by the Institute of Enterprise and Entrepreneurs (IOEE) in the same year.
- Winning £1.1m of Catalyst funding to develop the next generation of agri-food/ tech leaders and to create new industry- led programmes that aim to position the RAU as a thought leader post-Brexit.
- Addressing highly relevant global grand challenges – such as climate change, food security and urbanisation– through the [Rural Knowledge Hub](#), which initiates thought leadership activities and accelerates the growth of rural enterprises through the Farm 491 agritech business incubator based in the new Alliston Centre and also the new [National Innovation Centre for Rural Enterprise](#).
- Increasing the percentage of state - school entrants launching two new funds with a specific focus on widening participation and getting involved in two national outreach programmes and the Agrespect rural LGBT+ network.
- Securing a £2.2 million endowment from the John Oldacre Foundation to support applied research, and PhD students. Current PhD projects include crop science, land values in London boroughs, and equine nutrition.
- Expanding its CPD offer via the [John Oldacre Rural Innovation Centre](#), which is based at Harnhill and offers a large range of practical, industry-facing courses that teach rural skills.
- Establishing new and mutually beneficial academic partnerships with further education providers, such as the validation arrangement with Plumpton College and the urban farming focus afforded by the link with Capel Manor College in London.

Further information on other initiatives and successes can be found [here](#).



The Role

Job title:	Senior Systems Developer
Department:	Digital Innovation
Responsible to:	Director of Digital Innovation
Location:	Royal Agricultural University, Cirencester/remote working
Salary:	Grade 7: £30,497 - £36,382 dependant on qualifications/experience
Term:	Full-time (35 hours per week), permanent;
Job details:	The University is trialing a hybrid approach to work; there will be some capacity for working remotely

Purpose

Take the lead in creating, maintaining, troubleshooting and ensuring the performance of the RAU code base, including bespoke integrations. Work with the Digital Innovation team and members of other departments to acquire, develop, implement and support integrated business and pedagogic systems to meet the needs of the University. Provide support to the Digital Operations team, other members of the department and, when required, the wider University community.

Key Responsibilities

1. Work both in partnership with the University's business analyst and, when required, directly with internal customers to develop an in-depth understanding of the University's requirements for management information and pedagogic services and systems.
2. Lead in researching and developing skills, standards and solutions in new technologies to provide recommendations for improvements to the University's digital systems and assist in the identification and procurement of new software packages from external suppliers.
3. Lead in the understanding and mapping of data flows and integrations requirements working with the rest of the Digital Architecture team to produce full technical specifications, diagrams and documentation for new or upgraded applications and their integration with other digital systems.
4. Design, develop, test and maintain enhancements to both real-time and batch interfaces, using middleware and web technologies, between a number of locally and remotely hosted systems, including but not limited to the University's Student Records, Finance, Accommodation, Library, HR and Payroll systems.



- 5.** Lead, when required, small inter-departmental teams, (which may include contractors and staff from external suppliers), in the initial installation, configuration and on-going administration of new software packages.
- 6.** Design, develop, test and maintain new and existing student-facing websites and web-based applications as required to meet the University's business needs.
- 7.** Design, conduct and document testing at unit and system level and assist with end-user acceptance testing.
- 8.** Take the lead in ensuring that all university produced code and applications are secure. Reviewing code and applications routinely to ensure they are demonstrably secure against newly identified vulnerabilities and meet security requirements.
- 9.** Design and deliver knowledge transfer of configuration and usage constraints to end users on new business applications, and to technical staff on new technologies.
- 10.** Respond to escalated support requests as required from staff, students, guests, visitors and customers.
- 11.** Oversee management, configuration and integration of Salesforce CRM solution
- 12.** Investigate troubleshoot and resolve issues raising support calls with suppliers when required and monitoring their progress through to resolution.
- 13.** Undertake on-going personal and professional-based development, ensuring skills and knowledge are up to date so that the role is performed to the required level.
- 14.** Offer support to and respond to requests for assistance from junior members of the team to enable the completion of tasks as required.
- 15.** Devise and manage the training of new and junior members of the team and proactively seek to expand their knowledge.
- 16.** Represent the department, when required, at internal committees and meetings.
- 17.** Represent the University, when required, at external conferences, seminars and meetings with suppliers.
- 18.** Mentor and support junior members of staff in the delivery of their roles and personal development as directed by the Digital Architecture Manager.
- 19.** Carry out such other tasks as may be requested by the Director of Digital Innovation and Digital Architecture Manager.

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation/ Practical Exercise
Qualifications		
Educated to degree level in computer sciences or equivalent qualification or experience in a related field	E	A, B
Professional qualifications (e.g. Microsoft certification)	D	A, B

Experience		
Previous experience of working in the UK Higher Education sector.	D	A, B
Substantial experience of working in a similar role	D	A, B
Experience providing support to and leading junior staff	D	A, B
Skills		
Demonstrable customer and student focussed experience and commitment to providing a high-quality service	D	A, B
Experience of work within a complex fast-changing business and technical environment	D	A, B
In depth knowledge of the following technologies:		
<ul style="list-style-type: none"> MS SQL 	E	A, B, C
<ul style="list-style-type: none"> Programming Languages .Net and C# 	E	A, B, C
<ul style="list-style-type: none"> Mark-up Languages XML, HTML and CSS 	E	A, B, C
<ul style="list-style-type: none"> Web Services 	E	A, B, C
<ul style="list-style-type: none"> Integration tools such as MS Biztalk and APIs 	D	A, B
<ul style="list-style-type: none"> CRM capability such as Salesforce 	D	A, B
<ul style="list-style-type: none"> MS Active Directory and Azure 	D	A, B
Experience of designing, enhancing and implementing changes to digital interfaces in a complex systems environment	E	A, B
A working knowledge of security standards and compliances	D	A, B
Evidence of problem-solving, analytical and organisational skills	E	A, B
Ability to adapt communication style to suit the audience and to work with staff at all levels.	E	A, B
Self-motivated, proactive and able both to work on own initiative and as part of a (potentially multi-disciplinary) team	E	B
Ability to remain effective, with a positive attitude, when faced with competing objectives and tight deadlines	E	B
Ability to manage confidential and sensitive information with tact and discretion	E	A, B

General Terms and Conditions of Employment

- This post is a full-time appointment, offered on a permanent basis. It will be remunerated on the single pay spine, at Grade 7: £30,046 - £35,834 dependant on qualifications/experience. The appointment is normally made at the minimum of the pay scale and is subject to meeting all pre-employment clearances and requirements of the Person Specification.
- All new employees undergo a period of 6 months' probation in accordance with the terms and conditions of employment confirmation of employment is dependent on the satisfactory completion of that probationary period.
- The standard hours of work are based on 35 hours per week, although some flexibility may be required depending on the post. Your line manager will discuss with you the required working hours.
- The University holiday year runs from January to December. The post carries an entitlement to 25 working days (for a full time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the University is closed on particular dates in the interests of efficiency.
- It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment you will be required to undertake a DBS check. The University will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

Pensions and Auto Enrolment

If you meet the criteria set out below, and are not already an active member of any of our pension schemes, the University is required to auto-enrol you into a suitable pension scheme. The criteria for auto-enrolment is:

- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The pension schemes supported by the RAU are:

AVIVA CATEGORY X - all eligible RAU employees (except teachers) are automatically enrolled

- 5% (minimum) contribution by employee and
- 3% contribution by RAU

AVIVA CATEGORY Y1 - RAU Group Pension Scheme (defined contribution) - employees are able to upgrade to this scheme before their 6 month probation.

- 6.5% (minimum) contribution by employee and
- 6.5% contribution by RAU
- life assurance is an additional benefit (two times annual salary)

Staff Benefits

We offer a range of Staff Benefits including a 35-hour working week, a generous annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, free and guaranteed parking on campus and free shuttle bus from campus to Cirencester town centre, access to onsite gym, discounted catering facilities, free library services, employee assistance programme, occupational health and counselling services, cycle to work scheme and staff development opportunities. Further details of the full range of staff benefits available can be found on our [website](#).

Application Procedure

If you are interested in applying for this role, please send:

- University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** Applications will be considered on an ongoing basis until the post is filled.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view [here](#).

