



Student Records System Transformation Programme Manager

Post Reference: NU8026

**Salary Scale: £69,488 – £71,567 per annum
(Pay Award Pending)**

Vice-Chancellor
Professor Jackie Dunne



Birmingham Newman University is located on Genners Lane, Bartley Green, Birmingham,
West Midlands, B32 3NT.

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Birmingham Newman University

At Birmingham Newman University, we believe education has the power to transform lives and unlock the potential of every individual. Our inclusive and supportive environment enables students and staff to feel recognised, encouraged and empowered to make a meaningful difference in their communities, professions and the wider world.

Founded in 1968, Birmingham Newman has built on its Catholic heritage to become a modern, inclusive university that welcomes people from all backgrounds and world views. Between 2020 and 2025, our work was guided by six strategic objectives: transforming students' lives; working in partnership with students; serving our diverse community and the wider world; adding to knowledge and cultivating wisdom; nurturing our staff; and growing our institution.

As we implement our [new Strategy](#), our values remain central to everything we do, serving as a foundation for a vibrant, diverse, and forward-looking academic community. We are proud of this heritage and continue to champion fairness, equity, and opportunity for all. We are a diverse and close-knit community of 7,000 students and 400 staff. Our scale enables us to build genuine connections, offer personalised support and create a culture in which people are seen and valued. This sense of belonging extends beyond the classroom, enabling students, colleagues and members of our wider community to work together, make a real impact and contribute to the world around them.

Our strategic goals reflect our commitment to values-driven, high-quality university education. Our vision is to be recognised by students and employers across the region as the leading university for inclusive education, preparing graduates for the workforce of tomorrow. We nurture curiosity, confidence and capability in every learner so that they graduate with more than knowledge: they leave with the skills and resilience to thrive in a changing world. We are also strengthening our role as a centre for inclusive research and knowledge exchange, where academic work responds to real-world issues and makes a tangible difference to society.

We are proud of our place and deeply committed to our region. As a University that is rooted in our community, we celebrate the positive impact that the University has on the people and places we engage with. Birmingham Newman plays an active role in supporting social mobility, widening participation, and contributing to local and regional development, while also participating in global conversations. Our student population reflects our mission of inclusion and opportunity. 65% are the first in their family to attend university, 55% come from the most deprived areas (IMD 1) with 87% coming from areas of higher deprivation (IMD 1-3), 37% were eligible for free school meals, 27% identify as disabled, and 54% are from Black, Asian, and other ethnically diverse backgrounds. These figures demonstrate our role as one of the region's most significant educational drivers of social mobility and community transformation.

Our approach gets results, and is increasingly recognised at a national level: in the **National Student Survey** we are ranked No.1 in the UK for Student Positivity, named University of the Year for Teaching Quality in **The Times and Sunday Times Good University Guide 2027**, the fastest riser in the **2027 Guardian University Guide**, Nurse Education Provider of the Year (pre-registration) at the 2026 **Student Nursing Times Awards**; earned silver in the Lecturers and Teaching Quality category at the **WhatUni Student Choice Awards** (WUSCAs); and topped the rankings for teaching excellence, student experience and student support in the **2026 Daily Mail University Guide**. We also placed in the Top 10 UK universities for Student Satisfaction in the **Complete University Guide 2027**, rank 4th nationally in the **Higher Education Policy Institute Social Mobility Index 2025** and shortlisted for the University of the Year at the **Social Mobility Awards**.

Over the past ten years our modern single-site campus, eight miles southwest of Birmingham city centre, has benefited from a significant programme of ongoing capital investment. We have built teaching, learning, and social spaces that are deliberately designed to support our community of staff and students to interact and learn together. Our portfolio of taught courses has also expanded, reflecting our strategic goal of growing the university in ways that meet pressing social and economic needs of our region. Our specialist teaching spaces in Nursing and Allied Health, Teaching, Psychology, Sport, Law, and Computing support learning that produces highly-skilled practitioners from diverse backgrounds.

Birmingham Newman University is more than a place to study or work. It is a community rooted in care, respect and ambition for our staff, our students and the University as a whole. Here, staff and students work together to make a difference in their own lives, their communities, their professions and the wider world.

Job Description

Job Title:	Student Records System Lead Programme Manager
Grade:	10
Salary:	£69,488 - £71,567
Hours:	Full-time, 2 year fixed-term
Department:	University Secretary's Office
Reporting to:	Director of Strategic Planning (University Secretary and Chief Strategy Officer in the first instance)

Purpose of Post:

The Student Records System Transformation Programme Manager will provide strategic leadership and coordination for the successful delivery of Birmingham Newman University's Student Records System (SRS) Transformation Programme. The programme is a key aspect of delivering the University's Vision and Strategy and spans multiple years, comprising interdependent projects covering student lifecycle process redesign, data quality and governance, current SRS stabilisation, and future SRS selection and implementation.

They will be responsible for implementing effective governance, quality assurance, and control mechanisms, including oversight of programme gateways, to enable delivery of the programme's objectives and realisation of intended benefits.

The role will oversee the alignment of key projects and workstreams across the programme, manage programme-level risks, issues, interdependencies, and milestones, and facilitate effective collaboration between stakeholders, project teams, and subject matter experts across Birmingham Newman to drive cohesive and sustainable change and transformation.

1. Main responsibilities:

- i) Develop and manage the overall SRS Transformation programme plan, aligning timelines, milestones, resources, and interdependencies to deliver the programme's strategic outcomes and benefits
- ii) Establish and lead the core programme team, programme governance, in consultation with the Programme Director and Executive Sponsor, ensuring clear reporting lines and decision-making protocols, providing timely progress updates and escalating risks and issues to the SRS Transformation Programme Board, University Leadership Team and relevant institutional governance bodies
- iii) Proactively identify, assess and manage programme-level risks, issues, and dependencies, ensuring appropriate mitigation strategies and contingency plans are in place
- iv) Monitor delivery across all projects and workstreams, ensuring progress remains on track, within approved scope, budget, and quality thresholds

- v) Manage the sequencing and interdependencies between the programme's workstreams, ensuring upstream design decisions inform and precede downstream delivery activity
- vi) Drive the development and submission of programme business cases at key decision points, coordinating inputs across projects to secure required approvals and investment and articulating and quantifying benefits and outcomes [*NB Stage 2 Business Case deadline May 2027 with Stage 1 having been approved by Council in July 2026.*]
- vii) Manage vendor relationships and oversee the system selection process, including market engagement, procurement, and options appraisal
- viii) Oversee technical delivery workstreams, including system integration, data migration, legacy system stabilisation, and cutover planning, working closely with technical leads and project managers to manage dependencies, resolve issues, and maintain delivery confidence
- ix) Manage third-party technology vendors and system implementers in liaison with the Director of Digital and IT Services, providing contract oversight, monitoring performance against agreed deliverables, and escalating issues where required
- x) Support and service the programme-level design or standards authority, ensuring it operates effectively as the decision-making body for student lifecycle process standards and system design
- xi) Provide oversight of stakeholder engagement and communications, through the SRS Transformation Consultation and Advisory Group and working closely with those from the Communications and Engagement Lead(s) in the Student Recruitment Directorate to ensure timely, transparent and consistent communication
- xii) Support the successful implementation of change and transformation, working in partnership with colleagues in the Human Resources Directorate (and in particular the identified Business Change Lead) to embed new ways of working and support readiness, adoption, and sustainability, including ensuring appropriate and timely related staff training and development
- xiii) Liaise with the programme sponsor (University Secretary and Chief Strategy Officer), programme director and service leads to coordinate timely provision of required resources across projects
- xiv) Lead gateway reviews and assurance activity to confirm quality, institutional alignment, and readiness at key decision points
- xv) Oversee programme financial management, ensuring robust budgeting, forecasting, cost tracking, and reporting aligned to funding approvals
- xvi) Provide matrix leadership across programme, project, professional services teams as well as academic schools, fostering collaboration and shared accountability across functional boundaries and focussed on institutional strategic goals and priorities
- xvii) Oversee transition of completed projects into business-as-usual, confirming operational ownership, readiness, and performance tracking to support benefit realisation

Please note that this role requires the role holder to work predominately on campus.

Also, as a manager the post holder has a responsibility to ensure that policies and procedures are followed and that staff receive appropriate induction, training and support, that absence is managed and recorded and that their direct reports receive an annual appraisal.

In accordance with the University's Information Security Policy, the post holder will be dealing with 'restricted information' and 'highly restricted information' as part of their duties and will need to be able to provide leadership across the Programme in relation to GDPR and information governance.

2. Health & Safety:

- Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co-operate with the University on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.
- Where post holders line manage staff and services, they will be responsible for the health, safety and welfare of those staff and services in accordance with the University's Health & Safety Organisational Arrangements.

3. General Terms

- Variation to Job Description

This job description summarises the main duties and accountabilities of the post and is not exclusive. The post holder may be required to undertake other duties of a similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and the post holder will be consulted on any proposed amendments. Therefore, University reserves the right to vary the duties and responsibilities of its employees within the general conditions of employment and related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as required to meet the changing needs of the service.

- 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 Birmingham Newman University. All staff must undergo appropriate data protection training as defined by the University's Data Protection Policy and comply with the University's Information Security Policy and IT User Policies including the General Conditions of use of

- 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, attend the mandatory training 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.
- All absence from work must be reported in accordance with the University's Absence Management Policy and recorded on iTrent and staff are expected to be familiar with and follow the Policy.
- 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.

4. Person Specification

Criteria	Criteria	Form of Assessment
Educational Qualifications and Training		
Essential	Graduate level qualification, or commensurate experience	Application
Essential	Programme Management Qualification (e.g., MSP, MoP Practitioner or equivalent)	Application
Essential	Evidence of ongoing professional development	Application / Interview
Desirable	Change Management certification (e.g., Prosci, APMG Change Management)	Application
Relevant work experience and/or knowledge		
Essential	Experience leading complex, multi-year transformation programmes with a significant technical component (including system integration, data migration, and legacy system stabilisation or replacement) within higher education or a comparable public sector environment	Application / Interview / Presentation/ Exercise

Essential	Proven ability to deliver programmes comprising multiple interdependent projects and workstreams, balancing competing priorities and managing strategic risk	Application / Interview / Presentation/ Exercise
Essential	Demonstrated success in implementing governance, quality assurance, and risk management structures at programme level	Application / Interview / Presentation/ Exercise
Essential	Experience of coordinating cross-functional teams, including matrix management of internal staff, SMEs, and external suppliers	Application / Interview / Presentation/ Exercise
Essential	Strong background in stakeholder engagement and communications across a broad range of internal and external audiences	Application / Interview / Presentation/ Exercise
Essential	Experience of applying best practice methodologies, including programme assurance, gateway reviews, and business case development	Application / Interview / Presentation/ Exercise
Essential	Experience supporting or leading technology procurement and system selection, including options appraisal, vendor evaluation, and business case preparation for capital investment decisions	Application / Interview / Presentation/ Exercise
Essential	Experience working alongside technical teams to oversee system configuration, testing, and cutover planning, with sufficient technical literacy to challenge assumptions, manage dependencies, and escalate risks effectively	Application / Interview / Presentation/ Exercise
Essential	Experience managing third-party technology vendors and system implementers, including contract oversight, performance management, and issue resolution	Application / Interview / Presentation/ Exercise
Desirable	Experience of working in a highly regulated area where statutory and regulatory change frequently occurs	Application / Interview / Presentation/ Exercise
Desirable	Awareness of Higher Education structures, regulatory environment, and sector-wide challenges	Application / Interview / Presentation/ Exercise
Desirable	Experience of working in or alongside student records, data governance, or student lifecycle management functions in a HE context, including awareness of statutory reporting obligations and data ownership challenges	Application / Interview / Presentation/ Exercise
Relevant and/or Specific skills required		

Essential	Strategic mindset with the ability to connect programme and project-level delivery to institutional vision, strategy and strategic goals and priorities	Application / Interview / Presentation/ Exercise
Essential	Demonstrated ability to navigate complex committee and governance structures and engage effectively with both academic and professional services stakeholders	Application / Interview / Presentation/ Exercise
Essential	Excellent leadership and people management skills, with a collaborative and enabling approach	Application / Interview / Presentation/ Exercise
Essential	Strong problem-solving and analytical skills, with sound judgement under pressure	Application / Interview / Presentation/ Exercise
Essential	Excellent interpersonal, communication and presentation skills, both written and verbal with the ability to communicate complex conceptual ideas, detailed, technical or specialist information to a variety of audiences across the University	Application / Interview / Presentation/ Exercise
Essential	Highly organised, resilient, and adaptable in the face of uncertainty and change.	Application / Interview / Presentation/ Exercise
Essential	Ability to maintain programme discipline and manage scope where capacity is constrained and appetite for change is variable, while maintaining constructive senior relationships	Application / Interview / Presentation/ Exercise
Essential	Advanced proficiency in the Microsoft suite of programmes, including Teams and Sharepoint, and excellent data and records management skills and ability to apply to support continuous improvement.	Application / Interview / Presentation / Exercise
Desirable	Familiarity with SITS student records system and the challenges associated with legacy system migration or replacement	Application / Interview / Presentation/ Exercise
Personal qualities and attributes		
Essential	Political acumen and confidence operating across a broad stakeholder landscape, including academic communities, professional services, IT functions, external vendors, and governance committees at all levels	Application / Interview / Presentation / Exercise
Essential	Highly (self) motivated, resourceful, adaptable and resilient – able to motivate others and find innovative solutions to complex problems and ability to remain calm and deal with issues professionally while under pressure.	Application / Interview / Exercise

Desirable	Experience of and desire to work within a values-driven organisation and an ability to operate effectively in the context of institutional mission and values.	Application / Interview / Presentation / Exercise
Other		
Essential	Flexibility to periodically work outside of core hours to meet deadlines.	Application / Interview
	A basic DBS check is required	

General Terms & Conditions of Employment

This post is a full-time appointment, offered on a fixed term basis for 2 years in the first instance with the potential of extension on approval of a business case in summer 2027. It will be remunerated on the single pay spine, at Grade 10 £69,488 – £71,567 per annum. The appointment is subject to meeting all pre-employment clearances and requirements of the Person Specification.

All new employees undergo a period of probation in accordance with the University Probationary Scheme and confirmation of employment is dependent on the satisfactory completion of that probationary period.

The standard hours of work are based on 37 hours per week for Professional and Support Staff and 35 hours per week for Academic Staff. Your line manager will discuss with you the required working hours.

The University holiday year runs from January to December for Professional and Support Staff and from September to August for Academic Staff. The post carries an entitlement to 35 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.

Disclosure and Barring Service

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.

Pension 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 are:

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- 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 Birmingham Newman University are:

- <https://www.teacherspensions.co.uk> - Teachers' Pension Scheme for academic staff
- <http://aviva.co.uk> - Aviva Scheme for professional and support staff
- <http://www.nestpensions.org.uk> - National Employment Savings Trust, NEST for staff not eligible to join either of the above schemes

You will be auto-enrolled into the [National Employment Savings Trust](#) (NEST) unless you are an academic and eligible to contribute to TPS, or other member of professional and support staff employed on a substantive contract of employment, in which case you will be auto-enrolled into Aviva, our defined contributory scheme. You will receive a notice from the University Payroll Department telling you that you have been auto enrolled and advising you of your options, including the right to opt out. Once you have been auto-enrolled, you will have an option to opt-out of the pension scheme and receive a refund of your first contribution. There is a time limit of one month in which to do this, and you will have to contact your pension scheme to make this happen; **the University is prohibited, by law, from helping you to opt-out.**

Staff Benefits

We offer a wide range of Staff Benefits including 35 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, chaplaincy and spiritual care, library services, free on-site parking, discounted travel scheme, cycle to work scheme, employee assistance programme, occupational health and counselling services and staff development opportunities. Further details of the full range of staff benefits available can be found on our website: [Birmingham Newman University - Jobs - Staff benefits](#) or please contact the Human Resources Department.

Procedure for Application

Application forms should be completed and submitted online via the Application Form link for each advertised post. CV's and covering letters are not accepted as part of the application process unless explicitly stated. Considerable emphasis is placed in the shortlisting process on how candidates demonstrate in their application that they possess the qualifications, experience, skills and qualities which are required for the post.

Application forms should therefore refer explicitly to how you meet the essential and desirable criteria for the post you are applying for.

The University is an Equal Opportunity Employer, and we operate the Disability Confident Employer Standard which amongst other things guarantees an interview to disabled applicants who meet the essential criteria of the job specification.

Two referees should be identified 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. You must disclose whether you are related to any employee of the University, or to any member of the Council.

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Canvassing for appointment disqualifies you from being selected for interview or being appointed to the post in question.

Should you be selected for interview please be aware that we are unable to reimburse interview expenses. If you have not heard from us within four weeks of the advertised closing date, please assume that you have not been shortlisted on this occasion.

Closing date for applications: 11 November 2026

Interviews will take place on Wednesday 2 December 2026

Privacy Notice

Birmingham Newman University collects and processes your personal data in order to take steps at your request prior to entering into a contract and so that it can meet its statutory and legal obligations. For further information about how Birmingham Newman University processes and protects personal data please refer to [Policies and procedures - Birmingham Newman University](#)