

JOB DESCRIPTION

Job Title:	Product Assistant
Ref no:	DLS10
Campus:	Hendon
School/Service:	Product and Projects
Grade:	Grade 5
Starting Salary:	£33,125 per annum inclusive of Outer London Weighting rising to £36,698 incrementally each year.
Hours:	35.5 hours per week, actual daily hours by arrangement with the CIO
Period:	Permanent
Reporting to:	Product Manager
Reporting to Job Holder:	None

Overall Purpose:

To assist the Product Specialists in the development and day-to-day operation of products within a Product area, ensuring they meet the evolving needs of the university, its users and external & regulatory bodies.

To provide user support for the products within the Product area.

To collaborate with our global user community, other Digital & Library Services (DLS) Teams and vendors.

To support the Products' Business Owners in the development of efficient processes, ensuring that the process and product work effectively together.

Postholders will be expected to operate within a matrix management structure to provide the flexibility to meet varying project demands and a fast pace of change.

Principal Duties:

1. To assist the Product Specialists in the management of the Product lifecycle and delivery of high-quality digital products within the Product area, which enhances the digital experience of our global users.
2. Liaise with the global users to understand the business needs, analysing requirements and user feedback.
3. Translate the business needs into Product requirements and outcomes.
4. Undertake routine functional configuration of Products.
5. Carry out standard operational and regular product maintenance activities.
6. Monitor product schedules, ensuring daily, weekly, annual and business-critical timed events are carried out effectively, in a timely manner and well documented.
7. Carry out testing of new developments and regular upgrades and maintenance changes.
8. Provide Product support for global users for the Product area

9. Assist in the preparation of user communication regarding products.
10. Support the Products' Business Owners in the development of efficient processes, ensuring that the process and product work effectively together.
11. Create and maintain product documentation.
12. Liaise with the Teams within Digital & Library Services in support of product issue management and product development.
13. Liaise with Product vendors, particularly related to issue resolution
14. Liaise with the Digital Operations Team, within Digital & Library Services, particularly those that work in the Information Technology (IT) Operations and IT Support Team to provide Product awareness and training and to help create a more efficient and knowledgeable front-line support for our staff and students.
15. Take an active role in meetings, bringing knowledge of the Product area
16. Help build a product-driven culture.

Other Duties

1. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.
2. The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

PERSON SPECIFICATION

Job Title: Product Assistant

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

Selection Criteria:

1. Experience of managing the systems lifecycle within one Product area, which is currently listed below, preferably in Higher Education
 - Customer Service (ideally corporate websites, Customer Relationship Management (CRM))
 - Library, Education and Research (ideally including Virtual Learning Environment (VLE) or Library system)

- Student Journey (ideally including the Ellucian Banner Student System)
 - Enterprise Resource planning (incl. Estates) (ideally including Oracle eBusiness Suite)
 - Business productivity
2. Good analytical and problem-solving skills, able to recommend practical solutions to business problems.
 3. Experience in configuring systems, with attention to detail.
 4. Good focus on customer satisfaction and user experience.
 5. Experience of user experience (UX) and/or user interface (UI) and using this to enhance the digital experience for different types of users.
 6. Excellent verbal and written communication skills.
 7. Ability to relate to all Digital and Library Service staff and communicate with users at all levels who have different levels of IT proficiency
 8. Experience of working with vendors.
 9. Ability to control several significant tasks simultaneously.
 10. Ability to understand the technical aspects of the Products.
 11. Being flexible and adaptable in a fast-paced environment.
 12. Willingness to work outside normal hours, on occasion (e.g.: system upgrade)
 13. Demonstrable commitment to fairness and the principles of equality and inclusion.

Terms and Conditions

Diversity

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

Flexibility

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff

Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Travel to Hendon Campus

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Public Transport

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location map to help plan your travel:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

Parking

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. *Further details are available on the Travel and Transport page on the staff intranet.* Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

Parking for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Jackie Kruger, Director of Digital Products & Projects, j.kruger@mdx.ac.uk.

