



Job Title: Digital and IT Systems Officer

Unit/School: Cardiff Met Sport

Grade: 3 A/B

HERA: CMETS119

Core purpose of role

Working within the Business Development team at Cardiff Met Sport, we are looking for a Digital IT Systems Officer to support the development of a range of IT, Web & Database systems.

The role has responsibility for ensuring our systems are being optimally used to achieve business outcomes and objectives. The Digital IT and Systems Officer will work on the Leisure Management System and other software/platforms, ensuring efficient operations and delivering a better service to students, staff and the wider community.

Key responsibilities and contributions

- To support the Business Development Team in implementing, supporting and use of new IT systems including Gladstone leisure management system, FanBase ticketing platform and other new software and platforms as required.
- To contribute to, and maintain the digital roadmap for the organisation by identifying the common needs of departments and developing robust processes and procedures to implement the roadmap.
- To identify ways to streamline business processes and maximise ways to futureproof CMU Sport technology.
- Working under the direction of the Business Development Manager, contribute to the digital development and maintenance of the Leisure Management System (LMS) to include online bookings, mobile app, kiosks and any other relevant products that will enhance the Service.
- To proactively support and develop the CRM database to ensure that the University obtains maximum benefit from the software by highlighting new features of the software and associated products as they are released and liaising with key stakeholders across all teams that utilise the software to implement these new features.
- Provide training to staff on key systems that add value to their role and the service (e.g. LMS).
- Prepare regular member, engagement and other system reports that include statistical analysis, interpretation and recommendations for action, where appropriate.
- Be a key point of contact with third party technology suppliers (e.g. Gladstone, Innovatise, FanBase).



Person specification

Essential qualifications / Professional memberships

- Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and management skills in a similar or number of different specialist roles.

Essential experience, knowledge and skills

- Ability to develop and integrate systems to improve processes and experience of working with a variety of digital platforms.
- Ability to implement new technologies to support business growth.
- Practical knowledge of MS Office products, email and the internet.
- Experience of working effectively with multi-disciplinary teams and of working with suppliers and third-party stakeholders.
- Experience of planning and prioritising work activities, adjusting priorities as required.
- Experience of implementing service improvements to meet agreed quality standards.
- Proven ability to successfully operate within a multi-functional team and delivering against agreed targets.
- High level of IT skills – experience of using standard desktop applications and the capability of further developing IT skills to use specialised software applications.
- Excellent planning and project management skills with the ability to prioritise and deliver within set timelines.
- Ability to work under pressure and deal with customer queries effectively, in a timely and proactive manner.
- Excellent time management skills.

Desirable

1. Knowledge of web content management systems.
2. Knowledge of Gladstone MRM bookings and administration system or equivalent LMS.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.



Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a Basic DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.

Professional Services Job Description



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