

MIS OFFICER



Reports to: Head of IT

Salary - Grade 4.2 -£31,592

Hours of work - 37.5 hours - Monday Friday - 8am - 5.30pm

Role overview

The Engage MIS, and associated systems, play a pivotal role in the day-to-day management of school activities, from pupil and parent data capture through to pupil and teacher timetables, task assignment, reporting, and assessment.

As MIS Officer, you will promote and support the effectiveness and availability of the various systems. You will work closely with stakeholders across the school in a support and guidance capacity, and also promote and deliver change through a process of review and continuous improvement.

DISCOVER ST LEONARDS

St Leonards has been at the forefront of education since its foundation in 1877. It is a traditional school, yet forward thinking and ever progressive in its outlook, offering a truly inspirational global learning environment for pupils aged 5 to 18.

St Leonards is an HMC and IB World School situated in the heart of the vibrant, historic and cosmopolitan university town of St Andrews, the 'Home of Golf'. The School is fully co-educational with c.550 pupils from Kindergarten to Year 13, over 150 of whom are boarders, with boarding available from age ten. The Junior School accounts for 135 of the pupils of St Leonards, with plans to continue to grow our Junior boarding offering.

With 34 nationalities in the pupil body, it is a school with a truly global outlook. The school's motto is Ad Vitam ('for life'), and the approach to learning of the International Baccalaureate permeates all areas of school life, within and beyond the classroom. The IB ethos is central to all that we do in our school community, to our present day and to our future.

St Leonards offers an exceptional range of enriching academic, sporting, musical and creative opportunities, and was named 'Scotland's Independent School of the Year' by the Sunday Times for 2019, in recognition of its complete commitment to offering a first-class education.

Since then, St Leonards has been named winner of the BSA Boarding Research (Boarding & Wellbeing) Award 2022, Independent School of the Year 2024 for Academic Performance (A Level/IB) and most recently Scotland's Independent School of the Year 2026 for Academic Excellence by the Sunday Times.

The average IB Diploma points score in 2025 was 36, with over 85% of all Higher Level (HL) scores graded at 7/6/5 (equivalent to A*/A/B at A level).

The School has recently undergone a multi-million refurbishment programme of the boarding houses; a sector leading golf programme is well established; the record school roll continues to grow; academic achievement is strong; public recognition of St Leonards is incredibly positive; the highest standards of pastoral care are provided by experienced and committed staff, and outstanding teachers are attracted to work in and become part of the inclusive and diverse St Leonards community.

One hour from Edinburgh Airport and approximately a one hour flight from London, our enviable Scottish location is accessible, with beautiful beaches, historic landmarks and rolling countryside on our doorstep.

The town is very much seen as an extension of the School campus and St Leonards' close collaboration with the University of St Andrews, recently voted the top university in the UK for a second year running, is yet another opportunity. It truly is a special place to live and to work, offering an outstanding quality of life in the most scenic of surroundings.

As we move towards our 150th anniversary, the School is at an exciting stage of its development. At St Leonards, we aspire to attract and retain the best staff, who embody the IB Learner Profile attributes and strive to deliver a holistic education that effectively prepares pupils for the future, fostering in them a love of learning that they take with them through life, Ad Vitam.

stleonards-fife.org

St Andrews, Scotland KY16 9QJ Registered Charity SC016693



Key Responsibilities

- Provide support for all MIS platforms managed and maintained by the MIS and IT teams and you will have a good level of understanding of all of them to fulfil requests and resolve incidents.
- Manage help desk requests to diagnose incidents, initiate remedial actions and resolve to the agreed targets and levels of quality.
- You will work with third party partners as well as internal technology colleagues to resolve incidents and fulfil requests.
- Collaborate with colleagues across the school to maximise the use of Engage, e.g. continuous review and development of daybook templates to support school requirements.
- Provide training and guidance to system users across the school to enhance knowledge and promote effective use of systems.
- Liaise with third party suppliers to assist and support the successful transition of system upgrades and changes.

Key Competencies

- Provide and promote first-class, proactive customer support.
- Respond in a timely and professional manner to all customer incidents and requests – putting the customer first is key to success in the role.
- Escalate issues where appropriate while maintaining ownership of the initial support request and pro-actively monitoring progress and providing updates.

- Flexible approach to be able to change priorities quickly and have the capacity to handle multiple tasks at a time when required.
- Collaborate and work effectively across internal functional areas as well as with external parties as required.
- Participate willingly in the team and keep other team members informed and up to date by sharing useful or relevant ideas and information.
- Adhere to St Leonards security and data protection policies.
- Manage internal stakeholder relationships.
- Understand and meet the needs of the school and provide help and support to colleagues as required
- Build relationships with key stakeholders across the school.

Person specification:

Skills, Knowledge & Experience

Essential

- **School MIS Software:** Deep technical proficiency in a school MIS, preferably Engage.
- **Data Protection & GDPR:** Strict compliance handling sensitive pupil data, safeguarding records, and access permissions.
- **Timetabling & Census Support:** Ability to manipulate software to input school timetables, academic calendars and ISC census reports.
- **Reporting:** Ability to translate data into meaningful reports using Excel and other report writing tools.
- **Safeguarding Awareness:** Understanding the high-security protocols required around vulnerable pupil data.
- **Stakeholder Communication:** Explaining technical data insights clearly to teachers, headteachers, and governors.
- **Teamwork:** Strong collaborative mindset to achieving results

Desirable

- **Data Visualization:** Creating school performance and attendance dashboards using Power BI or Tableau.
- **Third-Party Integrations:** Managing API links between the MIS and apps like ParentPay, Wates, or Seesaw.
- **SQL/Scripting:** Writing queries to extract bespoke data sets directly from the database backend.
- **Project Management:** Experience overseeing software delivery projects.
- **Finance Module Experience:** Familiarity with fee-tracking software modules.

Personal Qualities

- Showing up as confident, expert, vibrant and personal in your own unique way
- Self-starter and problem solver - able to work independently but also a strong dependable team player
- Self-motivated, but knows when to seek guidance
- Positive 'can do' attitude and work ethic
- Always prepared to 'go the extra mile' in delivering service on time and to the highest standards.
- Highly analytical, methodical, and highly organised with the ability to think clearly under pressure.
- Confident and professional communication skills throughout the business
- Demonstrates the drive and initiative to achieve personal and team objectives
- Excellent and proven problem solving and troubleshooting experience

Key Technical Skills

- Excellent working knowledge of school MIS and associated platforms, including;
 - Engage – deep knowledge of key modules – security, timetables, daybooks, attendance, activities, etc.
 - ManageBac
 - SchoolCloud – Parents Evenings
 - SOCS
 - CEM
- Understanding of the process to create roles and security privileges for MIS users
- Understand the school hierarchy to allocate correct privileges to all MIS users
- Show an aptitude for analytical reporting to assist with the reporting solutions created and supported by the team



THE APPLICATION PROCESS

St Leonards is committed to creating a diverse and inclusive culture, where all members of the community - colleagues, pupils and families - are seen and valued. This culture ensures that St Leonards delivers an outstanding global education in a multi-cultural living, learning and working environment.

Applications should be made via our website :

<https://www.stleonards-fife.org/news-information/employment> and should include the completed application form.

Closing time and date for applications is 12:00 noon on Friday 26 June 2026. Early applications are encouraged and we reserve the right to appoint before the closing date.

Any questions may be directed to recruitment@stleonards-fife.org.

All successful applicants will be required to hold or be accepted for membership of the Disclosure Scotland Protecting Vulnerable Groups (PVG) scheme.



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