Timetabling Officer – Academic Registry – Grade E

Job Description

Purpose

To support the delivery of the University Timetabling provision. Providing a welcoming, professional and customer focussed service to all customers via a variety of channels. Responsible for assisting the Timetabling Partners in building and maintaining the teaching timetables, supporting the scheduling of centralised examinations and coordination of the Resource booker online room booking service.

Duties

1. To act as the first point of contact for phone and email based queries
2. To administer the Resource Booker provision, including maintaining access permissions and authorising booking requests.
3. Assist in delivering the provision of the online timetable
4. Complete daily and weekly maintenance activity as required on the timetabling system (currently Syllabus Plus)
5. Work collaboratively with collagues in other areas including Estates and Student Administration to deliver enhancements to the timetabling process
6. Develop a thorough understanding of internal processes, develop and maintain process documentation
7. To demonstrate and provide consistently high levels of service to all customers
8. Provide support to other areas of the Academic Registry as and when required
9. An ability to work flexibly is essential to ensure the University can achieve its objectives and aspirations. The post holder may be expected to undertake other duties as appropriate to the role and grade as requested by the manager to meet business needs.   On occasion weekend/evening work may be required

Person Specification

Knowledge, Skills, and Behaviours (Essential)
- Demonstrable experience of high levels of customer service delivery within a busy office environment with the ability to triage requests, prioritising and escalating where required.. (Application/Interview)
- Demonstrable evidence of strong analytical skills to perform data quality checks and other monitoring functions. (Application/Interview)
- Evidence of proactiveness in the continual review of working practices, and the development of process documentation to support this. (Application/Interview)
- Strong planning and organisational abilities to meet conflicting deadlines, with demonstrable ability to prioritise own workload. (Application/Interview)
- Understanding of the concept of data quality and ability to work to a high standard of accuracy with timetabling data. (Application/Interview)
- Evidence of ability to work unsupervised exercising judgement and initiative, and evidence of working effectively across and within teams, demonstrating a collaborative approach to working. (Application/Interview)

- A range of GCSEs, including English Language and Math's at Grade C/Level 5 or above, or appropriate equivalent experiential learning. (Application)
- Word Processing/typing/IT qualification or demonstrable equivalent experiential learning. (Application)
- Demonstrable evidence of both strong written and verbal communication skills to outline objectives and present information clearly and succinctly to individuals and groups. (Application/Interview)
- Demonstrable evidence of proficiency in the use of IT and Microsoft Office suite of packages and digital technologies. (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of delivering a timetabling function in an HE environment (Application/Interview)
- Knowledge and understanding of HE policy and practice (Application/Interview)
- Experience of coordinating an online room booking system (Application/Interview)
- Experience of administration of examinations (Application/Interview)