Timetabling Partner - Academic Registry - Grade F

Job Description

Purpose

To have a key role in the planning and delivery of the Timetabling function. To work closely with key academic and administrative staff within Faculties and Schools to ensure an effective, student focused, timetable delivery. You will make an important contribution to improving the student experience and space utilisation and help to align the use of teaching spaces in line with University Strategy.

The role holder is expected to oversee the delivery of excellent, modern and professional timetabling services to all stakeholders by developing and operating efficient and effective processes, deploying the use of IT systems and digital technologies in response to ongoing feedback and business needs.

Duties

Main Duties and Responsibilities
1. As part of a team, develop and optimise to its full potential the timetable process through creative application of timetabling software.
2. Understand the diverse requirements and programme structures within the University and convert this understanding into effective service delivery. Consult frequently and work in partnership with the staff responsible for timetabling in the Schools to ensure a complete understanding of individual subject requirements.
3. Resolve timetabling and booking conflicts and seek solutions which will optimise allocation of appropriate space and improve the user experience. Meet challenging targets with relation to the production of the teaching timetable and other related business activities.
4. Analyse timetabling outputs enabling the assessment of the efficiency of the timetable and as a result provide advice to Schools and other service users on amendments to data and business practices to ensure on-going process, timetabling and estate management improvements.
5. Maintain regular and effective communication with key contacts on dates/deadlines and important information including the convening of regular meetings with Schools/Faculty staff to share information and plan future developments. Help with resolving teaching space allocation issues associated with space being unavailable due to maintenance regimes, capital development and refurbishment projects.
6. Identify training needs, develop and deliver training materials to users of the timetabling software.
7. Work with staff from other teams, such as Student Administration, to deliver improvements/enhancement to the timetabling process.
8. Identify ways to improve the efficiency of the timetable and booking process for students, staff and other users and troubleshoot software issues identified or reported by others and liaise with IT support/Scientia for timely solutions.

9. To proactively participate in university-wide events such as Open/Applicant Days, Graduation, Welcome and Registration.

10. To be mindful of the legislation and regulations on GDPR, freedom of information and intellectual property rights and safeguard standards of security and confidentiality.

11. To demonstrate and provide a consistently high level of service to all customers of the University.

12. To be committed to developing and contributing to a culture of outstanding performance and continuous improvement by demonstrating a positive and proactive approach to change.

13. Any other duties commensurate with the post and the grade as maybe required by the Manager or Head, Timetabling and Student Engagement Analytics.

14. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience

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)

- Experience of delivering administrative services in complex environments. (Application/Interview)
- Experience of working with and advising senior and professional staff. (Application/Interview)
- Experience of complex software systems. (Application/Interview)
- Experience of working as part of a team to meet deadlines with the ability to plan and prioritise your own workload and work on your own initiative. (Application/Interview)
- Undergraduate degree or equivalent relevant professional experience. (Application)
- High levels of planning and prioritisation skills. (Application/Interview)
- Clear communicator with the ability to convey concepts and materials to others in an audience appropriate manner. (Application/Interview)
- Experience of data management and manipulation and demonstrable analytical skills and a systematic approach to problem solving. (Application/Interview)
- Confidence in dealing with high pressure negotiations and conflict, with excellent interpersonal skills, remaining calm, professional and courteous under pressure. (Application/Interview)
- Excellent IT Skills. (Application/Interview)
- Ability to deliver on time and often under pressure. (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 central timetabling services and room booking activities in a large institution. (Application/Interview)
- Working knowledge of timetabling systems, preferably Syllabus+. (Application/Interview)
- Experience of integrating timetabling software with other systems, preferably within a HE environment (e.g. student record systems, student attendance monitoring systems). (Application/Interview)
- Experience of space management. (Application/Interview).