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University of Sunderland

## Role Profile

### Part 1

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Sunderland**

Timetabling and Attendance Support	
Job Title:	Timetabling and Attendance Support
Reference No:	
Reports to:	Timetabling and Attendance Monitoring Lead Co-coordinator
Responsible For:	
Grade:	B (1 Post)
Working Hours:	Full time
Faculty/Service:	Academic Registry
Location:	Edinburgh Building
Main Purpose of Role:	<p>Supporting the processes of timetabling of taught lectures, classes and practicals; timetabling of examinations including provision for students with special needs and the allocation of invigilators; supporting the process of attendance monitoring including the use of databases to manage relevant records.</p> <p>Where the workload permits, to provide support for the graduations team.</p>
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none"><li>- Provide administrative support to team members as required, particularly to the Manager</li><li>- Maintain a central repository of summary spread-sheets for attendance monitoring reporting, correspondence with students, and details of secondary verification checks</li><li>- Establish and maintain a central repository of information required to facilitate effective timetabling of teaching sessions and examinations</li><li>- Maintain the Registry timetabling and attendance monitoring webpages which provide core institutional information for faculties and students</li><li>- Act as officer to the attendance monitoring and timetabling Operational Groups and to any task and finish groups established to explore developments</li><li>- Maintain a log of issues reported to system vendors and follow up deadlines to resolve issues</li><li>- Service the attendance monitoring email account, deal in a timely manner with routine queries and refer them on where necessary</li><li>- Carry out and log secondary verification checks on academic teaching sessions where concerns of card misuse have been identified</li><li>- Maintain databases of system user roles and access levels; process changes to permissions</li><li>- Monitor the fixed reader devices using the attendance monitoring</li></ul>

	<p>database to identify outages or system failure in a timely way</p> <ul style="list-style-type: none"> <li>- Keep an accurate log of the centrally owned portable handheld readers and manage their use</li> <li>- Support the production of teaching timetables and allocation of rooms as required</li> <li>- Take information on special needs in examinations from student support memos and allocate rooms under the oversight of the identified team member for this activity; ensure that additional time is provided in the timetable where needed; address requirements such as use of a PC or coloured question papers. Escalate arrangements which cannot be accommodated.</li> <li>- Send appropriate communications to students, invigilators and members of the Facilities team.</li> <li>- Send examination booklets to the relevant rooms with due regard for security.</li> <li>- Allocate invigilators to examinations and escalate problems.</li> <li>- Assist in support to the graduations team, particularly at key points in the academic calendar.</li> </ul> <p>Undertake other duties as required by the timetabling, attendance monitoring and graduations co-ordinator</p>
<b>Special Circumstances:</b>	<p>When other work allows assist the graduations team with arrangements including ticketing. May require early starts / late finishes; restrictions on leave at that time.</p>

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## Role Profile

### Part 2

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#### Part 2A: Essential and Desirable Criteria

##### ***Essential***

##### **Qualifications and Professional Memberships:**

- Educated to GCSE level, including English and Mathematics to GCSE Grade C or equivalent qualifications.

##### **Knowledge and Experience:**

- Experience of, and a positive attitude to, the use of electronic systems
- Good IT skills
- Good communication skills
- Experience of working independently on tasks which have been agreed
- Demonstrable experience of the use of personal judgement to escalate areas of concern
- Proven experience of working within a role that requires effective planning and organisational skills and strong attention to detail

##### ***Desirable***

##### **Qualifications and Professional Memberships:**

- Educated to NVQ level 3, A-level standard or equivalent
- A Foundation degree or HND or similar level 5 qualification

##### **Knowledge and Experience:**

- Experience of timetabling or attendance monitoring in an education context