
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Timetabling and Attendance Monitoring Assistant	
Job Title:	Timetabling and Attendance Monitoring Assistant
Reference No:	
Reports to:	Timetabling and Attendance Monitoring Lead Co-coordinator
Responsible For:	
Grade:	Grade C
Working Hours:	Full time
Faculty/Service:	Academic Registry
Location:	Edinburgh building
Main Purpose of Role:	Typically working with one or two faculties (or with an allocation of subject areas which enable workloads to be balanced) but supporting colleagues and other faculties as necessary, the postholders will ensure the effective operation of the attendance monitoring and timetabling systems. One or more members of the team will also timetable examinations.
Key Responsibilities and Accountabilities:	<p>Main duties include:</p> <p>Timetabling of taught sessions:</p> <ul style="list-style-type: none">• Gather and analyse information from faculties about timetabling needs for taught sessions and examinations• Liaise with academics and programme support colleagues to ensure that requirements are accurately captured• Input data to CMIS, flag conflicts, propose solutions and negotiate with or inform academic colleagues as required <p>Attendance monitoring:</p> <ul style="list-style-type: none">• Run attendance monitoring reports as required, review and compare agreed data sets to identify trends and problems• ensure that records are maintained to support withdrawal due to attendance issues• Check evidence and produce withdrawal letters for approval by the team leader <p>Both processes:</p> <ul style="list-style-type: none">• Address process issues and escalate more complex problems to the Lead Co-ordinator• Contribute as required to testing and implementing system developments• Deliver training on system use to colleagues across the university. <p>Postholders will also support graduation events subject to other work demands including attendance at graduation events.</p>

One or more members of the team will also:

- Timetable examinations including referral examinations and those for students with special needs
- Make arrangements for invigilation of examinations.

Undertake other duties as required by the Academic Registrar or Deputy or by the timetabling, attendance monitoring and graduations co-ordinator

**Special
Circumstances:**

Support graduation events subject to other work demands including attendance at graduation events. May require early starts / late finishes; restrictions on leave at that time.

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Part 2

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Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Educated to A level standard or equivalent qualifications
- GCSE Maths and English at grade C or higher (or equivalent qualifications)

Knowledge and Experience:

- Proven experience of working in a customer focused service environment.
- Proven experience of working within a role that requires:
 - effective planning and organisational skills,
 - strong attention to detail
 - an ability to deal with a variety of difficult situations such as complex staff and student enquiries.
- Extensive user knowledge of computer systems and software packages as a user, in particular significant competence in excel
- Familiar with the use and interrogation of databases
- Ability to use and develop computerised and manual systems to enhance processes

Desirable

Qualifications and Professional Memberships:

- A Foundation degree, HND or Honours degree
- A relevant professional qualification

Knowledge and Experience:

- Experience of using one or more of the following systems; student records system; attendance monitoring system; timetabling system.
- Experience of timetabling or attendance monitoring in an education context