

Job Description

Job Title: Student Administration Timetable Co-Ordinator

Salary Band: Band 3

Working Hours: Full Time – 37 hours per week

Overall purpose/accountabilities:

Responsible for the operational provision of the University of Sunderland in London (UoSIL) teaching, exam and room booking timetables.

The post holder will plan, collate and implement the allocation of students to the timetabling system and will answer any queries. They will work with colleagues across the University to develop and refine the timetabling processes to ensure that the optimum service is provided to staff and students at all times.

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to the Student Administration Manager (Programme Support).

Staff reporting to this job:

None.

Main duties:

Manage the effective production of a timely and accurate timetable in accordance with the Timetabling and University policies for the UoSIL four intakes per academic year. Ensuring there is the availability of appropriate spaces for modules to aid the enhancement of learning, teaching and assessment and to maximise a high quality student experience.

Lead on the operation of timetabling related functions including planning and organising of activities, monitoring tasks against the planned timeline, and supporting staff in the delivery of these activities.

Liaise with academics and programme support colleagues to ensure that timetabling requirements are accurately captured and inputted into the system. Flag conflicts, propose solutions and negotiate them with colleagues, escalating more complex cases to the Student Administration Manager where applicable.

Embed a culture of customer service excellence in the provision of timetabling and room booking services and support effective communication and collaboration with staff and students in aspects of services and functions in relation to the role.

Assist with the development, review, enhancement and effective implementation of any policies, procedures and process documents associated with the timetabling and room booking functions with a view of on-going improvements.

Provide ongoing and expert advice, support and guidance to staff and students on matters relating to timetabling, and University timetabling protocols and processes.

Develop and maintain an in-depth knowledge of the production of the teaching timetables and examination events for all programmes and modules in order to undertake the relevant responsibilities. This will include working independently, being proactive and being able to respond to enquiries from all colleagues.

Coordinate, prepare and manage all venues (on and off site) used to accommodate students exams, along with those students with alternative examination requirements. This includes ensuring that each venue has the necessary materials in order for an exam to proceed and that communications are sent to students in a timely manner.

Providing regular and ad hoc reports using the timetabling system and/or other reporting tools to help inform business decisions relating to the role as required by the Manager. This will require the interpretation of the requests for information to determine the parameters of the reports.

Manage a bank of external invigilators for exam purposes ensuring that they are booked well in advance of exams and understand the University policies around invigilation. Liaising with colleagues to ensure timely payment for external invigilators and manage the associated budget.

Deliver training on timetabling systems use to colleagues across the University.

Contribute as required to testing and implementing timetabling system developments.

Provide support for campus-wide activities including student induction, external examining, the development of the programme handbook and participating in University-wide events such as registration, Open Days and Graduation.

Contribute to the delivery of training, directing and supervising junior members of the team, to ensure that all operational requirements are met. Offer mutual support to colleagues and act as a role model to less experienced and new members of the team.

Provide cover during staff absence within the Student Administration and Systems department and represent the Student Administration Managers by attending meetings and committees where required.

Support and encourage good communication across the department and wider teams, communicating team priorities and activities.

Identify, develop and undertake project opportunities in collaboration with the Student Administration Manager, where appropriate.

Deputise for the Student Administration Managers in relation to areas pertinent to the role, when required.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to the effective delivery of an excellent student experience to all learners and incorporating our corporate values throughout all streams of service delivery.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year to accommodate business needs.

As an effective team member, you may be required to provide cover and support to colleagues across the full range of Student Administration activities. All role holders will therefore be cross-skilled in all aspects of the team's full portfolio.

Person Specification

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| Essential | Qualifications Educated to degree level standard or equivalent experience |
| | Experience Proven experience of working in a customer focussed student support or service environment within a similar role in higher education. Experience of data entry and manipulation of spreadsheets to achieve high quality outcomes. Relevant experience of using a dedicated timetabling application eg CELCAT, CMiS, Syllabus Plus. Proven experience of using initiative, successfully managing multiple priorities and working within a busy service environment. |

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| | <p>Proven experience of working in a role where teamwork was key to effective service delivery.</p> |
| | <p>Skills & Attributes</p> <p>Ability to deal effectively with a variety of internal and external customers, projecting a calm, flexible and professional approach, especially when working under pressure.</p> <p>Demonstrable IT skills including proven competence in a variety of Microsoft Office packages, especially in Excel (e.g Formula functions , Pivot tables, formatting)</p> <p>Strong attention to detail and confidence with data management activities and ability to question the validity of data.</p> <p>Ability to compile statistical information and produce management reports.</p> <p>Excellent communication and interpersonal skills.</p> <p>Excellent organisational and time management skills, able to deliver within a fast-paced environment.</p> <p>A proven understanding of the importance of customer care with the ability to deal with conflict effectively.</p> |

CREATED DATE: 17 June 2019