University of Sunderland
Role Profile
Part 1

lifechanging **University of Sunderland**

Timetabling and Student Engagement Assistant

Job Title:	Timetabling and Student Engagement Assistant (Fixed Term for 2 years)
Reference No:	
Reports to:	Timetabling & Student Engagement Co-ordinator
Responsible For:	n/a
Grade:	C
Working Hours:	37 per week
Faculty/Service:	Academic Registry
Location:	Sunderland and City Campus
Main Purpose of Role:	Proactively plan and deliver the academic timetables for a range of undergraduate and post-graduate on-campus programmes. Deliver a customer-focused, agile and professional administrative service to benefit students and other stakeholders and positively contribute to institutional reputation.
Key Responsibilities and Accountabilities:	**Main Duties**: • Gather and analyse information from faculties about timetabling needs for on-campus sessions, examinations and induction • Liaise with academics and Academic Registry colleagues to ensure that requirements are accurately captured • Input data into the timetabling software (CMIS), flag conflicts, propose solutions and negotiate with, or inform, academic colleagues as required • Produce reports as requested in the area of timetabling, room utilisation and student engagement • Deliver training on systems use to colleagues across the university • Respond and monitor student, staff and external enquiries on a daily basis • Address process issues and escalate more complex problems to the Lead Co-ordinator • Proactively identify opportunities for consistent approaches and processes. Suggest improvements and participate in the implementation across the team to drive and maintain a "one process" approach for all • Proactively and regularly monitor data to ensure its integrity and accuracy (e.g. clash reports). Responsible for suggesting ideas for improvements • Actively and positively participate in any improvement activity. Work with peers and to implement plans successfully • Establish a network across peers, faculties and services to ensure implications for others in the bigger picture have been considered to enable accurate administration or minor changes • Identify own training needs in collaboration with other peers and suggest ideas and areas of opportunity for technical and behavioural development. Actively participate in the successful delivery of the plan each year across

the Academic Registry. Provide advice, guidance and share knowledge with less experienced team members on a day to day basis.

- Undertake cover duties to support the team in annual leave and busy periods. Any other duties within the scope and general nature of the grade which may be required.

Lead

- Show pride and passion in what they do. Engage others in the shared vision. Challenge negativity, value difference, diversity and inclusion and ensures fairness and opportunity for all
- Praise the achievements of others to promote positivity in the team

Contribute to Culture

- Role model a culture in and beyond the Service which promotes high professional standards, efficiency, being agile

Communicate and Influence

- Adapt style to overcome challenging or difficult conversations and to influence a positive outcome
- Role model a culture of open and inclusive communication. Adapt style to influence stakeholders and communicate effectively with stakeholders to build successful relationships and outcomes

Make Effective Decisions

- Use evidence and knowledge to support accurate decisions and advice. Carefully consider alternative options, implications and risks of decisions. Appropriately assess when to make the decision and when to defer or consult

Work Together

- Work collaboratively with other peers to develop a consistent and joined up professional offering
- Role model a culture of working together to form effective working relationships and partnerships both internally and externally

Develop self and others

- Role model a culture of continuous self-development; proactively acquire new knowledge and skills as appropriate relevant to driving the service forward. Take accountability for own learning
- Create a positive culture of knowledge sharing and confidence by positively responding to development opportunities

Change and Improve

- Play a positive and active role in changes
- Actively contribute to a culture of continuous improvement; review and suggest improvements which improve the student and stakeholder experience

See the Big Picture

- Understand how their role fits with and supports organisational objectives. Recognise the wider priorities and ensures work is in the interest of both

Deliver at Pace

- Role model a culture of the delivery of timely and quality results with focus and drive consistent with all functions

Special Circumstances:	Flexibility in relation to working arrangements is essential. Occasional out of hours working will be required as the role holder will be expected to work additional hours at peak times of the year. Annual leave may be restricted at certain times of the year. This post will be for 24 months.

Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Educated to A Level or NVQ Level 4 or equivalent.
- Educated to GCSE level (including English and Maths at Grade 4 or above or equivalent) or equivalent, or relevant professional experience in a similar role.

Knowledge, Skills and Experience:

- Worked in an administration, customer focused environment or other professional environment.
- Experience of working with CMIS or other academic timetabling systems.
- Experience of working within a role that requires effective planning and excellent organisational skills.
- Experience of managing conflicting deadlines successfully
- Ability to proactively collaborate within team, wider service and beyond.
- Able to adapt own communication style and tactfully challenge others positively in pressurised situations.
- Proven ability to apply attention to detail, even when working under pressure.
- Experience of data collection and analysis skills.
- Effective time management and planning own workload.
- Proficient in the use of IT systems.
- Experience of developing self.

Desirable

Qualifications and Professional Memberships:

- A Foundation degree, HND or equivalent Level 5 qualification or above.

Knowledge, Skills and Experience:

- Worked in a Higher Education administrative environment.
- Has an evaluative approach and confidence to suggest alternative approaches.
- Ability to distinguish between when to make a decision, when to defer and when not to take a decision.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	**Communication** **Oral Communication** The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. **Written or electronic and Visual Media Communication**

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

Teamwork and Motivation

The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

Knowledge and Experience

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.

Service Delivery

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures.

Decision Making Processes and Outcomes

Take independent decisions is a requirement and has a minor impact. Be party to some collaborative decisions; work with others to reach an optimal conclusion is a requirement and has a minor impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a moderate impact.

Planning & Organising Resources

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.

Work Environment

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed; be aware of health and safety procedures and reports concerns to others.

| Date Completed: | February 2023 |