

Job Description

Job title	Timetabling Officer
School / department	Registry Services
Grade	5
Line manager	Timetabling Manager

Main purpose of the job

- Responsible for the timetabling provision for allocated Schools/Departments
- Work in continuous collaboration with schools and departments to ensure the delivery of efficient and effective timetables at course and module level, this requires spending a minimum of one day per week with each allocated school/department during the key planning and data collection cycles.
- Allocate available rooms and resources appropriately and efficiently for both teaching and non-teaching activities across the university.
- Ensure the best allocation of space, level of service and advice is provided to the university community, with particular reference to the impact on the recruitment and retention of students.
- Ensure that all requested information and business intelligence is clearly communicated to the university community through appropriate mechanisms.
- Achieve a high level of CMIS proficiency in order to undertake advanced timetabling and space allocation duties.

Key areas of responsibility

TIMETABLING AND DATA

- Develop and maintain an understanding of timetabling curriculum and specific requirements, for allocated schools/departments as determined by the line manager, working in constant collaboration to embed good practice.
- In close collaboration with allocated schools/departments, plan the timetabling requirements and timescales to build the timetable each semester, through active participation in timetabling planning meetings and by co-location with allocated areas.
- Collect and collate timetable data, from allocated areas and various sources then input, analyse and manipulate to achieve desired results in collaboration with schools/departments.
- Build the course, module and event timetables and ensure these timetables reflect an accurate picture of the allocated schools' recruitment portfolio.
- Report regularly on progress and issues in respect of timetabling activities allocated schools/departments and within the timetabling team.
- Check and analyse the availability of resources to meet requirements determined through the data collection process.
- Responsibility for the building efficient and effective timetables for allocated schools/departments at course and module level, seeking solutions to complex timetabling requirements, including student fitting into groups and workshops for scheduled teaching activities.
- Undertake a proactive role in resolving timetabling issues and conflicting space requirements, including leading and guiding schools into best practice and timetable fitting to maximise space utilisation.

- Undertake proactive monitoring of attendance data from the Student Attendance Monitoring System (SAM) to analyse room occupancy and utilisation and escalate any arising issues to the line manager as necessary.
- Working to agreed timescales and procedures with schools, ensure accurate and appropriate student fitting is undertaken, through allocation of individual students into timetabled workshops/subgroups, etc.
- Work in partnership with other timetabling team colleagues to:
 - Maintain and enhance the timetabling service for all stakeholders;
 - Administer the day-to-day timetable team function and processes, with specific responsibility for allocated work areas;
 - Provide a range of management information and statistical data, including space utilisation, timetabling data for allocated areas;
 - Assist with the allocation of rooms for key university-wide activities and events and all other internal ad hoc bookings as required;
 - Manage and negotiate space effectively to optimise usage, in liaison allocated schools/departments;
 - Develop and maintain an awareness of University events, and their impact on the timetable - and the recruitment and retention of students;
 - Assist with room audit requirements when required;
 - Contribute towards the training of temporary staff as required.

INTERNAL AND EXTERNAL COMMUNICATION

- Use effective communication skills, both oral and written and deal efficiently, effectively and tactfully with people at all levels.
- Dealing promptly with all timetabling related queries, via telephone, email and face-to-face.
- Ensure an effective and excellent standard of service is provided at all times to the university community, giving appropriate advice and support to the university community.
- Understand the timetabling policy and processes and communicate to the university-wide community, as and when required.
- Work closely with colleges and management in respect of timetabling and student record data.
- Provide knowledge dissemination of timetabling information and processes to the university-wide community.
- Provide relevant training on timetabling systems and processes as required.
- Act as an advisor on timetabling planning to allocated schools.
- Liaise with allocated schools/colleges and university-wide departments to meet strict timescales and deadlines and to ensure reliable data quality on CMIS.
- Contribute to the development and promotion of timetabling services within UWL.

CMIS TECHNICAL SKILLS

- Assist with the annual development, production and maintenance of the university timetable and in collaboration with allocated schools and student record data staff.
- Support with change management and development requirements to meet university business needs.
- Liaison with allocated school staff to capture and specify timetabling requirements and specific business processes.
- Analyse the availability of resources to meet requirements.
- Monitor report and communicate all system issues to the line manager.
- Running CMIS backups when required
- Maintain an excellent working knowledge the corporate timetabling system (CMIS), and have an understanding of the student records system (UNIT-e)
- Data exports from CMIS into Excel
- Excel data manipulation to provide management information

- Proactive data analysis of timetable data to inform allocated schools of progress and issues

DATA QUALITY AND DATA ANALYSIS

- Produce and maintain the timetable framework for allocated schools for each academic year, following the database rollover and undertake related data cleansing according to documented guidelines, to ensure that the core curriculum data and week ranges are fit for purpose.
- Take proactive responsibility and ownership for the timetabling curriculum data for allocated Schools, including planning for future courses and modules and the removal of redundant course and module data in CMIS for each appropriate academic year.
- Take proactive responsibility and ownership for the timetabling data for allocated schools/departments, through regular checking for conflicting events and resolving them accordingly and ensuring that all required information is attached correctly to each event.
- Timetabling and room booking all allocated activities using CMIS accurately and appropriately
- Undertake regular and rigorous data cleansing and proactive management of CMIS data of allocated schools and rectify data accordingly.
- Ensure that the standard of own work is always maintained at a high level, with strict attention to detail and accuracy at all times and complies with timetabling data standards and processes.

PLANNING AND ORGANISATION

- In liaison with allocated schools agree a sequential plan of action with timescales and checklists to produce semester timetables in accordance with the university academic calendar.
- In liaison with the line manager, establish personal priorities and organise own work and activities, frequently under pressure, to achieve agreed objectives within strict internal deadlines.
- Take individual responsibility for own area of work and be able to work on own initiative as required.
- Maintain an awareness of key activities within the student lifecycle.

TEAM WORKING

- Work as part of the timetabling team, taking a proactive role in working with staff to achieve and deliver a good timetabling service.
- Provide leadership and support to allocated schools in respect of timetabling matters, this includes: acting as the key contact for timetabling matters, providing guidelines on timetabling procedures and reporting on data progress and issues.
- Establish a productive and supportive relationship with colleagues within the team and across the university community.
- Communicate information to colleagues appropriately and escalate issues to the Timetabling Manager as appropriate.
- Be an effective team member and participate in relevant meetings, workshops, training events, etc.

UNIVERSITY POLICIES AND PROCEDURES

- Be aware of, and comply with, the Data Protection Act, Freedom of Information Act and Safeguarding Policy at all times.
- Maintain accurate records and files in accordance with all university policies and procedures.
- Contribute to the development and promotion of Timetabling and Registry services within the university
- Ensure compliance with Health and Safety regulations.
- Work within the bounds of the university's processes, procedures and guidelines.
- Participate in the university's quality assurance process.
- Adhere to all of the university's procedures and policies and financial regulations.

SPECIALIST KNOWLEDGE

It is essential that the person appointed has, and is willing to work towards achieving and maintaining up to date expertise and knowledge in the following areas:

- An awareness of university-wide events and building works and the resulting impact on timetabling requirements.
- An in-depth understanding of the timetabling system (currently CMIS and extended products), by attending training/workshops sessions to maintain knowledge and understanding of the timetabling system.
- An in depth understanding of timetabling requirements for HE and FE, this currently includes:
 - Semester and term academic calendars for FE and HE
 - Curriculum set up.
 - Building efficient and effective timetables for allocated schools/departments at course and module level
 - Room allocation processes which are fit for purpose
 - All academic timetables and room bookings which must be clash free
 - Student fitting into groups/workshops.
 - Examinations scheduling
 - Effective space management and utilisation.
 - Running and extracting management information reports from CMIS.
 - Analysis of timetabling data to inform school and university-wide community.
 - CMIS updates and involvement in testing of CMIS related system upgrades.
 - Proactive engagement in change management, for example, implementation of new timetabling products or new timetabling initiatives.
- An understanding of student related operations of the following:
 - The university regulatory framework including the student handbook and the undergraduate and postgraduate supplements.
 - An understanding of the attendance monitoring processes.
 - An understanding of the further and higher education admissions and student record data and how this influences/impacts on timetabling operations and data.
 - A general understanding of UNIT-e to extract key data to support timetabling processes.
 - Any new related initiatives as they arise.
- A high level of proficiency in Microsoft Office products and IT competencies, with particular reference to excel imports, data manipulation and formatting for the wider university community.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

Dimensions / back ground information

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Educated to degree level or equivalent.	Evidence of continuous professional development.
Knowledge and experience	<p>Significant experience of working in timetabling in a higher education environment.</p> <p>An in-depth understanding of academic timetabling and the related requirements at both course and module level.</p> <p>Proven experience of academic timetable planning, data collection and delivery in a higher education environment.</p> <p>An understanding of the process of allocating students to module sub-groups (student fitting).</p> <p>Experience of analysing complex information to inform data monitoring and decision making.</p> <p>Extensive experience of working in the higher education sector</p>	<p>Experience of working in further education or related sector.</p> <p>Knowledge of the CMIS timetabling system.</p> <p>Knowledge of the UNIT-e student record and tracking system.</p> <p>Experience of working with relational databases, and reporting tools.</p> <p>An understanding of Data Protection requirements and confidentiality issues.</p>
Specific skills to the job	<p>An excellent working knowledge of timetabling systems gained in higher or further education sectors.</p> <p>Excellent data manipulation, retrieval and analysis skills.</p> <p>Excellent organisational and time management skills and the ability to plan and prioritise own work.</p> <p>Highly computer literate with windows based products as communication and management tools.</p>	<p>Understanding of relational database concepts.</p> <p>Knowledge of any good reporting tool/s.</p>

	<p>Proven ability to show attention to detail and produce work of high quality.</p> <p>Ability and willingness to learn new systems and skills and disseminate where appropriate.</p> <p>Proficient Excel skills</p>	
General skills	<p>Excellent interpersonal and communication skills with the ability to negotiate and influence colleagues, including those at a senior level.</p> <p>Excellent team working skills with proven ability to work within a team and contribute to the team's development and help team members where appropriate.</p> <p>Excellent planning and organisational skills with the ability to prioritise workloads effectively, balancing conflicting deadlines and achieving results and deliverables within fixed timescales.</p> <p>Excellent problem solving ability and analytical skills.</p> <p>Excellent customer service skills with a commitment to providing customer focused service.</p>	
Other	<p>Self-motivated, with a flexible approach to work and working hours.</p> <p>Able to use initiative and think creatively to develop new approaches to timetabling and related operational processes.</p> <p>Ability to respect a high level of confidentiality at all times.</p> <p>Able to think strategically.</p>	
Disclosure and Barring Scheme	This post does not require a DBS check	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.