

Job title	Timetabling Officer
School / department	Data Operations, Registry Services
Grade	5
Line manager	Head of Timetabling

Main purpose of the job
<ul style="list-style-type: none"> Operational responsibility for all aspects of the production of the timetable for students and staff 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 spaces 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 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. This role requires an experienced timetable to achieve a high level of CMIS proficiency to undertake advanced timetabling and space utilisation duties.

Key areas of responsibility
<p>TIMETABLING AND DATA</p> <ul style="list-style-type: none"> 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 with school contacts 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. Build the course, module and event timetables and ensure these timetables reflect an accurate picture of the allocated schools' recruitment portfolio and seeking solutions to complex timetabling requirements, including student fitting into groups and workshops for scheduled teaching activities. Report regularly to the line manager on progress and issues in respect of timetabling activities. Check and analyse the availability of resources to meet requirements determined through the data collection process. 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, 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 to 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 and assist with room audits.
- Develop and maintain an awareness of university events, and their impact on the timetable - and the recruitment and retention of students.
- Contribute towards the training of temporary staff as required.

INTERNAL AND EXTERNAL COMMUNICATION

- Use effective communication skills, both oral and written to deal efficiently, effectively, and tactfully with people at all levels, via telephone, email and face-to-face.
- Ensure an effective and excellent standard of service is always provided to the university community, giving appropriate advice and support.
- Ability to understand and communicate the timetabling policy and processes to the university-wide community.
- Work closely with colleagues and management in respect of timetabling and student record data.
- Act as an advisor on timetabling planning 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 timetabling system to meet university business needs.
- Analyse the availability of resources to meet requirements.
- Monitor, report and communicate all system issues to the line manager.
- Maintain an excellent working knowledge of the universities timetabling system (CMIS), understand the student records system (UNIT-e) and Student Attendance Monitoring System (SAM).
- Data exports from CMIS into Excel 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.

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, to achieve agreed objectives within strict internal deadlines.
- Take individual responsibility for own area of work and be able to work on own initiative.
- 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 colleagues to achieve and deliver a good timetabling service.
- Establish a productive and supportive relationship with colleagues within the team and across the university community.
- Be an effective, reliable, and flexible 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, Safeguarding Policy, and GDPR working within the bounds of the university's processes, procedures, and guidelines.
- 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.
- Embrace and promote the principle of anti-discriminatory practice throughout all areas of UWL fulfilling Equality and Diversity responsibilities.

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 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.
 - Effective space management and utilisation.
 - Analysis of timetabling data to inform school and university-wide community.
 - CMIS updates and involvement in testing of CMIS related system upgrades.
- 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.
 - 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 reference to excel extracts, data manipulation and formatting for the wider university community.

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

Dimensions / background 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>Experience of working in timetabling in a higher education environment.</p> <p>Experience of the CMIS timetabling system.</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>Experience of working in further education or related sector.</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>

<p>Specific skills to the job</p>	<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>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>	
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<p>General skills</p>	<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 workload effectively, balancing conflicting deadlines and achieving results and deliverables within fixed timescales and periods of high demand.</p> <p>Excellent problem-solving ability and analytical skills.</p> <p>Excellent customer service skills with a commitment to providing customer focused service.</p>	
<p>Other</p>	<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>	
<p>Disclosure and Barring Scheme</p>	<p>This post does not require a DBS check</p>	

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.