

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

Main purpose of the job

- Operational responsibility for all aspects of the production of the academic timetable for students and staff for allocated schools/departments.
- Collaboratively work with schools and departments to ensure the delivery of efficient and effective timetables at course and module level.
- The appropriate and efficient allocation of space and resources for both academic and non-academic activities across the university. Guarantee that the best dispensation 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.

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 with school contacts. Plan the timetabling requirements and timescales to build the timetable each semester, through active participation in timetable planning meetings. Build course, module and event timetables and ensure these timetables reflect an accurate picture of the schools' recruitment portfolio, seeking solutions to complex timetabling issues.
- Regularly report to the line manager any issues and progress in respect of timetabling activities.
- Undertake a proactive role in resolving timetabling issues and conflicting space requirements, including leading and guiding schools to best practice and timetable fitting to maximise space utilisation.
- Proactively monitor attendance data each week produced by the Student Attendance Monitoring System (SEATs) to analyse room occupancy, utilisation and escalate any arising issues to the line manager, school contacts or course leaders 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.

INTERNAL AND EXTERNAL COMMUNICATION

- Use effective communication skills, to deal efficiently and tactfully with people at all levels, via telephone, TEAMS, email and face-to-face, to ensure an excellent standard of service is always provided to the university community, giving appropriate advice and support. Understand and communicate the timetabling policy and procedures to the university-wide community.
- 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.

- Maintain an excellent working knowledge of the universities timetabling system (CMIS), understand the student records management system (SITS) and Student Attendance Monitoring System (SEAts).
- Data exports from CMIS into Excel to provide management information.
- To monitor and report system issues as necessary.

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 guidelines, to ensure that the core curriculum data and week ranges are fit for purpose.
Plan for future courses and modules and the removal of redundant course and module data in CMIS each academic year.
- Responsibility and ownership for the timetabling data through regular checks for conflicting events in CMIS and resolving them. Run reports weekly to assist with data cleansing tasks to ensure that all required information is attached accurately to each event and the quality of one's own work is maintained at a high level.
- Analyse the availability of resources to meet requirement, inform schools of progress and unresolved issues.

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. Create productive and supportive relationships with timetabling colleagues and across the university community.
- Be an effective, reliable, and flexible team member and participate in relevant meetings, workshops, training events, etc.
- Contribute towards the training of new and temporary staff as required.

UNIVERSITY POLICIES AND PROCEDURES

- Be aware of, and comply with, the Data Protection Act, Freedom of Information Act, Safeguarding Policy, including 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.
- 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

- 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.
 - Build efficient and effective timetables at course and module level
 - Space and resource allocation which is fit for purpose
 - Clash free academic timetables and room bookings
 - Student fitting into groups/workshops.
 - Effective space management and utilisation.
 - Analysis of timetabling data to inform school and university-wide community.
 - Testing CMIS /CMISGo related system rollover and upgrades.
- An understanding of student related operations of the following:
 - The university regulatory framework including the academic regulations and student handbook.
 - The attendance monitoring processes.
 - Student record system currently SITS 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.

In addition to the above areas of responsibility, the postholder 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 A' level or equivalent.	Degree Evidence of continuous professional development.
Knowledge and experience	<p>Proven Experience of building timetables in a higher education environment.</p> <p>Experience of the CMIS timetabling system or similar timetabling package.</p> <p>An in-depth understanding of academic timetabling and the related requirements at both course, module, and student levels.</p> <p>Experience of data collection and analysing complex information to inform monitoring and decision making.</p> <p>Ability and willingness to learn new systems and skills</p>	<p>Experience of working in further education or related sector.</p> <p>Knowledge of the SITS 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>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>Proven ability to show attention to detail and produce work of high quality.</p>	

<p>General skills</p>	<p>Interpersonal and communication skills with the ability to negotiate and influence colleagues, including those at a senior level.</p> <p>Proven ability to work within a team and contribute to the team's development. Customer service skills with a commitment to providing a customer focused service.</p> <p>Planning and organisation: the ability to prioritise workload effectively, balancing conflicting deadlines and achieving results and deliverables within fixed timescales and periods of high demand.</p> <p>Problem-solving ability and analytical skills.</p> <p>Strong cultural awareness with an understanding of, and commitment to, equal opportunities.</p>	
<p>Other</p>	<p>Self-motivated, with a flexible approach to work.</p> <p>Able to use initiative and creatively develop new approaches to timetabling and related operational processes.</p> <p>Ability to always respect a high level of confidentiality.</p>	
<p>Disclosure and Barring Scheme</p>	<p>This post does not require a DBS check</p>	
<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.</p> <p>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.</p>		