



Job Description

Job Title:	Scheduling Officer
Faculty/Professional Directorate:	Academic Services
Subject Group/Team	Scheduling
Reporting to:	Scheduling Team Leader
Duration:	Continuing
Job Family:	Administration
Pay Band:	5
Benchmark Profile:	Administrator Band 5
DBS Disclosure requirement:	N/A
Vacancy Reference:	

Details Specific to the Post

Background and Context

Academic Services is a central support department responsible for many administrative services that are provided to students and other areas of the University, including enrolment, student and course records, examination arrangements, results, timetabling and graduation ceremonies.

The Scheduling Officer is a key role within the Scheduling Team to support delivery of all scheduling related activities for the University community.

The Scheduling Teams will be responsible for the production of the teaching and examinations timetable for specific academic areas within the University. Supporting each other during peak times to ensure service continuity at all times.

Reporting to the Scheduling Team Leader, this post will form part of a team of Schedulers who are responsible for the production of the teaching and examinations timetables for the University. The team provides support and guidance in the creation of timetables to meet the needs of different modules, courses, student, staff and room allocations. Both technical and interpersonal skills are essential for the development of the Timetable.

Specific Duties and Responsibilities of the post

The Scheduling Officer will take responsibility for the creation of module, course, student, staff, exam and room timetables to agreed deadlines.

The post holder will liaise with academic and technical staff as well as other members of the team to maintain a collaborative approach in managing shared resources and minimising conflicts.

The post holder will work within a small team to allocate available rooms and resources appropriately for teaching, examination and non-teaching activity across the university.

They will do this by ensuring the best allocation of space, level of service and advice is provided to university colleagues.

The Scheduling team will be responsible for the collection and collation of timetable data from allocated areas and then input into the scheduling software.

The team will create and maintain relationships with academic colleagues to ensure that annual timetabling milestones are taken into account e.g. programme approval, academic workload

planning etc. In addition, they will ensure that the data is entered accurately into the timetabling software.

The team will work closely with academic colleagues to build module timetables ensuring that these present an accurate picture of the course delivery.

The post holder will undertake a proactive approach to resolving issues and conflicting space requirements including guiding academic colleagues into best practice to maximise space utilisation.

The post holder will produce management information and assist with the collection of data used in timetabling benchmarking exercises and annual reviews of performance as well as writing reports analysing data as required.

A high level of proficiency in the University Scheduling software will be required in order to undertake the scheduling activities.

During busy periods, there may be a requirement for the Scheduling Officers to support cross-departmental activities such as enrolment and graduation.

GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

The role holder:

- Will provide administrative support to staff, students and more senior colleagues. The role holder will have practical working knowledge of the system/process/operating environment gained through formal instruction and/or experience.
- May have specific responsibility for a clearly defined section or sub-section of work and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non routine queries and/or issues but more complex situations will be referred to senior colleagues.
- Will plan and prioritise own work and may be required to delegate work to others within agreed objectives.

Main Work Activities

Communication

- Assist in the preparation and collation of written documents for circulation
- Take notes and produce formal minutes at meetings when required
- Format and edit publications
- Draft and type formal documentation
- Compile procedural manuals and other University documentation
- Provide information, advice and support to students, academics, colleagues and others external to the University

Teamwork

- May be required to supervise the work of others
- Provides advice and guidance to other members of the team

Service Delivery

- Provide administrative support to colleagues including academic and administrative staff
- Provide administrative support to specific projects as required
- Develop and manage office systems to improve the efficiency and effectiveness of the Department
- Administer procedures relating to the work

Planning and Organisation

- Organise and represent the area and University at events
- May be expected to plan and monitor the work of others
- Co-ordinate departmental processes in conjunction with senior colleagues
- May be expected to organise, prepare and service committees as appropriate

Analysis/Data Inputting

- Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
- Create spreadsheets to record relevant information
- Maintain, monitor and interpret information
- Provide statistical information to be included in relevant reports
- Use databases (internal/external) to support the work of the department

Additionally the post holder will be required to:

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
- Comply with University regulations, policies and procedures

COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

The Competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview

Competency	Identified by
Knowledge and Experience Evidence of substantial experience covering a broad range of administrative tasks within a complex organisation.	Application/Interview
Can demonstrate the ability to use a broad range of software for administrative purposes and has the ability to learn new systems.	Application/Interview
Educated to A Level standard (or equivalent experience).	Application/Interview
Can demonstrate an understanding of working with complex data.	Application/Interview
Can demonstrate a proven ability to meet deadlines in a pressurised environment.	Application/Interview
A proven record of influencing teams to achieve Key Performance Indicators.	Application/Interview
Communication (Oral) Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts.	Application/Interview
Communication (Written) Can demonstrate the ability to provide information in a suitable format so that the others' needs are met and adjusts the level of content to help others understand.	Application/Interview
Teamwork and Motivation Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results.	Application/Interview
Liaison and Networking Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices.	Application/Interview
Service Delivery Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory.	Application/Interview

Planning and Organisation

Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources.

Application/Interview**Initiative and Problem Solving**

Can demonstrate the ability to use initiative to recognise problems and offer solutions.

Application/Interview**Analysis/Reporting**

Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis.

Application/Interview