JOB DESCRIPTION

Job Title: Senior Administrator - Timetabling
Grade: E
School/Service: Timetabling Unit
Campus: Stratford but will be required to offer support at all UEL sites as required
Responsible to: Timetable Manager and Deputy Academic Registrar
Liaison with: All University users – academic and administrative staff of the university; external agencies

JOB PURPOSE:

The post holder will work within the Central Timetabling Unit with the primary purpose of producing accurate teaching timetables whilst ensuring processes are maintained and the University Estates are utilised efficiently. To support the student experience throughout the student lifecycle and facilitate effective relations between the schools, central registry department and the hubs.

MAIN DUTIES AND RESPONSIBILITIES:

The following duties and responsibilities are intended to give a broad indication of the variety of tasks that a Senior Timetabling Administrator in the University may be asked to undertake, and are expressed in sufficient detail to distinguish the grade of the post.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

- Prepare the University’s academic timetables based on the requirements provided by agreed timelines.
- Monitor the production and accuracies of the timetables prior to publication.
- To support the manager in supervising the general activities of the Timetabling Officers on a day to day basis, providing instruction, support and guidance.
- To liaise with the Timetabling Manager on administrative staff disciplinary matters including the monitoring of sickness, monitoring of timekeeping and arrangements for annual leave.
- Assisting the Timetable Manager with systems upgrades (CELCAT), dealing with technical difficulties and training staff.
- Produce detailed Excel reports on request for senior management on room usage across the University Estates.
- Assist the manager in long term solutions for room usage to coincide with changes to the University Estates and academic delivery.
- In consultation with the manager review the annual planning cycle of events and deadlines referred to by the Schools and campus staff.
- Manage CELCAT Administrator and CELCAT Room Booker system. Creating roles for members of staff with relevant access rights.
- Assisting the Timetable Manager in Liaising with School and Campus staff, IT Services and managers regarding the development of the timetable and ad hoc booking systems and all day-to-day challenges. This is to ensure operation of the timetable and room booking systems continues to improve.
- To develop and deliver appropriate training to all system users (of CELCAT), both within the Central Timetable Unit and across the University.
- To provide support and guidance notes to staff across the university in regards to timetabling and the use of CELCAT.
- Answer emails in shared mailbox within agreed target.
- Respond to Timetable Change Requests (CRA) and ad hoc room booking requests within agreed target.
- Annually review all procedures, policies and documentation for which the post holder is responsible.
- To develop a customer focused approach within the timetabling unit, to ensure that a high level of service is attained with regards to the needs of the University.
- Working to all deadlines the University imposes and providing all information requested at both management and detail level when required.
- To work in accordance with and promote UEL's Equality and Diversity policies.
PERSON SPECIFICATION

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

**Essential criteria**
Degree or equivalent (C)

KNOWLEDGE AND EXPERIENCE:

**Essential criteria**
Experience in using a Timetabling System (preferably CELCAT) and a basic understanding of web-based room booking systems (A)

Excellent IT Skills including experience of databases (I)

Able to demonstrate a good working knowledge of spreadsheets (preferably Excel) (A/T)

Experience of leading a team, agreeing clear team objectives and organising and delegating tasks according to individual abilities. (I)

**Desirable criteria**
CELCAT Automation (I)

Experience in HE/FE administration (A)

COMMUNICATION

**Essential criteria**
Ability to receive, understand and convey information that needs careful explanation or interpretation. E.g. procedures or regulations that need to be communicated effectively (A)

SERVICE DELIVERY

**Essential criteria**
Experience of monitoring service delivery and quality (A)

Experience of exploring and seeking ways to improve and adjust levels and quality of service (I)

SKILLS & ABILITIES:

**Essential criteria**
Able to process information quickly and analyse complex data efficiently without error (A/I)

Good customer service skills (I)

Ability to lead a team and deal with staffing challenges e.g. time keeping and sickness absences (A/I)

**Desirable criteria**
Able to adapt to new challenges (I)
PLANNING & ORGANISING

**Essential criteria**
Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives (A)

TEAMWORK & MOTIVATION

**Essential criteria**
Experience of being supportive and encouraging of others, with a flexible approach to delivering team results. Actively contribute to building team morale (A)

INITIATIVE AND PROBLEM SOLVING

**Essential criteria**
Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions. (I)

OTHER ESSENTIAL CRITERIA

Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment (A)

Willingness to work flexible hours including evenings and to travel to other local campuses for training, where necessary (A)

**Criteria tested by Key:**
A = Application form
C = Certification
I = Interview
P = Presentation
R = Research papers
T = Test