## Job description

<table>
<thead>
<tr>
<th>Post title and post number</th>
<th>Timetabling Assistant - 7675</th>
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</thead>
<tbody>
<tr>
<td>Organisation advertising Description</td>
<td>Academic Services - Centre for Learning &amp; Academic Development and Learning Spaces</td>
</tr>
<tr>
<td>Post number</td>
<td>7675</td>
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<tr>
<td>Full-time/Part-time</td>
<td>Full time</td>
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<tr>
<td>Duration of post</td>
<td>Permanent</td>
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<tr>
<td>Post is open to:</td>
<td>Internal and External Candidates</td>
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<tr>
<td>Grade</td>
<td>Band 500</td>
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<tr>
<td>Additional information</td>
<td>CLAD and Learning Spaces is a division of Academic Services. The Centre for Learning and Academic Development (CLAD), delivers expertise in e-learning, learning enhancement and innovation, academic practice and teaching development. Learning Spaces, is responsible for the design, development, management and allocation of all centrally managed teaching rooms, as well as several open access study areas and project support. The timetabling office has to be covered between the hours of 08.30-17.15 and you will be expected to cover both early and late finishes on a rotational basis. Very occasionally you will be expected to cover until 18.15 due to the Utilisation Survey (approximately twice a year)</td>
</tr>
<tr>
<td>Informal contacts to Ben Phillips:</td>
<td><a href="mailto:b.j.phillips@bham.ac.uk">b.j.phillips@bham.ac.uk</a></td>
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<tr>
<td>Salary</td>
<td>Starting salary is normally in the range £20,823 to £22,370. With potential progression once in post to £25,897 a year.</td>
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<td>Terms and conditions</td>
<td>Support</td>
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<td>Closing date</td>
<td>6 October 2013</td>
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**Job summary**

The postholder will be responsible for allocating rooms to the University’s teaching timetable and will also function as part of a team for such day-to-day tasks as responding to queries relating to room availability, making ad hoc room bookings, updating the web and answering the Timetabling helpline. The postholder will also be involved with the implementation of the Integrated Timetabling and Space Management Project (ITSMP) across the University which will ultimately involve the creation of timetables for specific areas of the University campus.

**Main duties**

To manage the production and distribution of teaching timetables for Colleges/Departments on the Edgbaston and Selly Oak Campuses as directed by the Timetabling Officer. A detailed knowledge of the complex timetabling software and the procedures relevant to the timetabling, scheduling and allocation of space for those Colleges/Departments for which the postholder has particular responsibility will be required. The postholder will be expected to use his/her own initiative and balance the needs of these Colleges with those of the wider University.

To develop an in-depth knowledge of the production of the teaching timetables for all Colleges/Departments in order that the postholder is able to undertake the relevant responsibilities of colleagues as required e.g. to cover holiday leave etc. This will include working independently, being proactive and being able to respond to enquiries from all Colleges without the need to consult further.

To take part in the annual timetable scheduling/teaching room allocation exercise, working with designated contacts in Colleges/Departments to ensure the creation of an effective teaching timetable for the forthcoming academic year. This will include:

- advising Colleges of any relevant deadlines and providing expert advice and training as required;
- supporting the dissemination to Colleges of their current teaching requirements as held on the University Common Timetabling System (CTS);
- assisting the Colleges to ensure that the CTS is updated to reflect their predicted timetable requirements for the following academic year;
- ensuring that the principles of the University Block Timetable are adhered to for undergraduate teaching events as appropriate;
- supporting the process of teaching space allocation, to ensure optimal allocation of rooms in-keeping with the University’s objective of making the most efficient and effective use of its space;
- negotiating with or rescheduling events for Colleges when suitable rooms are not available at their preferred times;
- notifying Colleges of the outcome of the scheduling process;
- following confirmation of the teaching timetable, ensuring all other requests for centrally-managed space are considered.

To proactively review the developing processes in relation to College requirements and develop improvements to these processes on an ongoing basis in light of the Integrated Timetabling and Space Management Project (ITSMP).
To provide reports using the timetabling software or other reporting tools (such as Excel or Access) and other management information as required by the Manager, or allocated Colleges. This will require the interpretation of the requests for information to determine the parameters of the reports.

To assist the section’s management team and the ITSMP Project Team in the development of the section’s role in the production of the timetables for allocated Colleges in line with the Integrated Timetabling and Space Management Project. This will include visiting Colleges as part of the ongoing consultation, and building a rapport with local academic and administrative staff to ensure that local preferences are incorporated in developments where these preferences do not compromise the overall objectives of the University.

To provide ad hoc training to administrative and academic colleagues around the University on the University wide timetabling system as required. This will include:

- training new members of staff on the CTS
- providing refresher training on the CTS over the timetable creation period
- training on any new or additional processes for the next Academic year

To develop an awareness of University developments regarding timetabling and related matters including national legislation such as the Disability Discrimination Act and ensure that such developments are appropriately considered and applied where necessary. To attend user-group meetings and training courses as appropriate.

To assist the Exams team at certain times of the year as appropriate.

To update and support the design of the section’s web pages.

To provide cover for the Timetabling Helpline. This will include:

- logging all calls received and either resolving at the time or passing to IT Services as required.
- Contacting Software suppliers to resolve faults as required
- Notifying the Timetabling Officer of any calls / system failures that need to be escalated

To assist with the conduct of the annual lecture theatre utilisation survey. Including supervising the day-to-day work of the temporary staff employed to collect survey data and collecting/collating survey data as required. Providing cover across both the Edgbaston and Selly Oak Campuses.

To undertake other duties as required by the Timetabling Officer, Assistant Director or the Director of CLAD and Learning Spaces.

**Person specification**

- Educated to at least first degree level and have significant office experience or be able to demonstrate substantial relevant experience such that the tasks outlined in the job description can be carried out effectively.
- Have and be able to demonstrate previous experience of a customer driven environment and the ability to provide a professional service.
- Experienced and confident user of IT systems, in particular use of spreadsheets and database packages.
- Significant familiarity with a timetabling system or other complex record system.
- The ability to interpret, analyse and present information and formulate clear proposals on the basis of the analysis.
- Able to demonstrate excellent verbal and written communication skills and attention to detail.
- Have and be able to demonstrate excellent interpersonal skills.
- Have and be able to demonstrate a firm but diplomatic attitude, with the ability to recognise sensitivities in responding to enquiries from staff and students in view of possible conflicting demands.
- Ability to work independently, accurately and to deadlines within in a team environment.
- Ability to prioritise and negotiate and use own judgement in decision taking.
- The ability to interpret, analyse and present information and formulate clear proposals on the basis of the analysis.

**Other Requirements**
- The postholder may be required to move furniture around teaching rooms and buildings on occasion, including lifting tables, chairs and equipment as appropriate.