JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer – Timetabling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
</tr>
<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>5</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Student Administration Manager – Timetabling</td>
</tr>
<tr>
<td>Accountable for:</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

**Purpose of the Post**

Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Graduation Ceremonies and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.

The role sits within the Timetabling Team which provides an essential service to students and teaching staff, scheduling over 2,600 teaching activities across 21 Academic Departments. The Timetabling Officer has their own areas of responsibility, whilst working closely with the other members of the team.

The Student Administration Officer – Timetabling works as part of a team to support the Timetabling Manager with the collection, configuration, scheduling and maintenance of the academic timetable, comprising of undergraduate, postgraduate taught and postgraduate research teaching activities. The Timetable Officer is also responsible for managing the process of timetabling College Examinations.

**Key Tasks**

- Responsibility for subsets of the timetable, as delegated by the Timetabling Manager. This might include Welcome Week, Educational Development activities, Applicant Visit Days and specific Academic Departments or a Faculty. The role holder will be required to develop good working relationships with staff in these areas to communicate effectively and resolve any issues.

- Managing the Timetabling Enquiries Inbox, allocating calls appropriately to team members and ensuring all queries are dealt with within the specified timeframe.

- Developing expertise in the specialist timetable system Syllabus Plus and its various applications, joining appropriate user groups (such as the Scientia User Group) and forums to learn from other institutions.

- Using logic, problem solving, creativity and analytical skills to proactively solve complex timetable issues, such as student clashes and room unavailability, while balancing the needs of academics and students within the College’s teaching space constraints.
• Acting as the key contact for partner organisations that use College rooms, ensuring appropriate communications and timely collection of requirements and bookings and reporting accurate usage data to Finance to enable collection of payment.

• Providing information, advice and training to academic departments on timetabling processes and answering enquiries from academic departments and students relating to the academic timetabling processes. Accurately summarising complex timetabling enquiries and determining the action required to solve them.

• Contributing to decision-making within the team and brainstorming ideas for best practice and problem-solving.

• Managing the process of timetabling College Examinations, including:
  o Working collaboratively with the Exams team to collect and validate Exams Timetabling information, including individual exam constraints set by Departments. Analysing these constraints and prioritising appropriately.
  o Managing the set-up of the Exams scheduling system, including the integration of the system with other data systems to collect/import the required data. This involves working closely with the application specialists in IT, and the Exams team, to ensure that the system is configured correctly.
  o Running the timetabling process to produce an effective Exams Timetable in line with the Exams Timetabling Policy. This involves the scheduling of over 700 Exams being sat in over 30,000 student sessions during the 5-week Exam period. The timetable must take into account the constraints set by Departments whilst minimising the ‘overloading’ of students.
  o Using initiative and judgement to resolve any issues raised by departments about the Exams Timetable.
  o Acting as initial point of contact for staff on exam timetabling related matters, deciding whether to resolve queries straight away or escalate.
  o Responsibility for updating and maintaining information on the Exams scheduling system, including eradicating any data discrepancies/validation errors. This includes reporting detailed information from the Exams scheduling system and comparing this to information in the Student Record System.
  o Training Student Administration staff on the Exams scheduling system, including running training sessions and developing guidance documents.
  o Documenting procedures and developing processes relating to Exams Timetabling. Using relevant User Groups to exchange ideas with other institutions and share best practice in exams timetabling.
  o Assisting the Exams Manager with upgrades to the exam timetabling system, including liaising with IT for the installation and ensuring appropriate document testing occurs at an appropriate time of year. Updating colleagues on changes and potential impact.
## Other Duties

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

## Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

### Internal
- Academic Departments
- IT
- Commercial Services
- Marketing & Communications
- Estates

### External
- Network & User Groups