JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Assistant – Timetabling</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>4</td>
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<tr>
<td>Accountable to:</td>
<td>Student Administration Manager – Timetabling</td>
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<tr>
<td>Accountable for:</td>
<td>Not Applicable</td>
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**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 Assistant has their own areas of responsibility, whilst working closely with the other members of the team.

The Student Administration Assistant – 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 Assistant is also responsible for leading the room booking service and managing the process of Course Feedback Surveys.

**Key Tasks**

- Assisting the Timetabling Manager with the scheduling and maintenance of the academic timetable for undergraduate, postgraduate taught and postgraduate research teaching activities. This will involve a range of activities as delegated by the Timetabling Manager and will involve working closely with staff in academic departments. This includes:
  - Using logic, problem solving, creativity and analytical skills to proactively solve timetable issues, such as student clashes and room unavailability.
  - Providing last-minute solutions to problems and rearranging scheduled classes / room bookings to meet the needs of staff and students.
  - Responding positively to problems raised by colleagues – sometimes under pressure – and suggesting practical solutions calmly and confidently
  - Allocation of students to teaching activities to create online personal timetables.
  - Developing expertise in the specialist timetable system Syllabus Plus and its various applications.
  - Contributing to decision-making within the team and brainstorming ideas for best
practice and problem-solving.
  o Maintaining information on the timetabling, student record system and other administrative systems. Taking regular backups of timetabling data and proactively reporting any data anomalies.

- Leading the room booking service and ensuring room bookings are made in line with the Room Booking policies and procedures, including:
  o Processing a range of requests for bookings from academic departments and professional services and managing any queries in relation to the bookings.
  o Responding to a wide variety of requests for help and information from teaching staff, administrative staff and the wider College staff, and tailoring the response accordingly, deciding whether to resolve queries straight away or escalate.
  o Working collaboratively with Conferences and Catering and the external Bedford Square team to ensure a clear, consistent efficient booking process to users.
  o Maintaining and updating the procedures relating to room bookings in line with changes to processes; including granting access to new users.
  o Providing information, advice and training to academic departments on the room booking process.
  o Reviewing room booking practices at other institutions

- Acting as an ambassador and key contact for the Course Feedback Surveys process for Academic Departments, including;
  o Setting up and adapting the survey templates in the Evasys system in line with Departmental and College requirements.
  o Preparing the data sets for the surveys by reporting and validating information from the Student Record System.
  o Liaising with staff in Academic Departments to confirm their requirements for the surveys, including the type and number of surveys required.
  o Importing the final data sets and producing the surveys within the Evasys system.
  o Arranging the printing of the surveys with an external printing company.
  o Managing the scanning process to ensure the data from all completed surveys is submitted.
  o Reporting data from the scanned surveys and providing consolidated information to Academic Departments.
  o Responding to requests for information from the Academic Quality and Policy Office for management analysis.
  o Providing feedback on the process in order to improve service delivery
  o Maintaining and updating the Course Feedback Survey procedures.
  o This process is run once in each term (Autumn, Spring and Summer) and on a smaller scale at other points in response to ad hoc requests.

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.
<table>
<thead>
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<th>Internal and external relationships</th>
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<td>The following list is not exhaustive but the post holder will be required to liaise with:</td>
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**Internal**
- Academic Departments
- IT
- Commercial Services
- Marketing & Communications
- Estates
- Academic Quality and Policy Office

**External**
- Network & User Groups