JOB DESCRIPTION

Job Title:	Student Administration Manager (Timetabling)
Department / Unit:	Student Administration
Grade:	RHUL 7
Accountable to:	Student Administration Senior Manager (Timetabling & Course Registrations)

Purpose of the Post
The Registry at Royal Holloway is responsible for a wide range of administrative and policy related roles central to the student lifecycle. The Student Administration section is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations and Graduation Ceremonies.

Key Tasks

- Managing the scheduling and maintenance of the academic timetable, comprising of undergraduate, postgraduate taught and postgraduate research teaching activities on the main campus in Egham and at the London campus. This includes:

    o Managing the end to end scheduling process to ensure that all activities are timetabled at appropriate times in appropriate rooms, minimising the possibility of clashes for students and ensuring adherence to the Timetabling Policy.

    o Responsible for the timetable for a number of Departments, including assisting in the planning, checking and allocating of students to their teaching activities.

    o Consolidation and checking activity scheduling and working with staff in academic schools to find resolutions to issues.

    o Managing requests for changes to the Academic Timetable and ensuring that changes are only made where appropriate in line with the Timetabling Policy.

- Managing the collection of data from academic schools on teaching activities and teaching staff and ensuring that this is correctly interpreted and configured within the timetabling software to produce an accurate timetable.

- Responsibility for the production and publication of departmental timetables, ensuring that an effective service is delivered to all stakeholders. This includes the publication of the draft and final composite timetables to schools and the publication of individual timetables to teaching staff and students.

- Maintaining expert knowledge and management of the timetabling system and acting as the system 'Super-User' - The timetabling 'system' comprises a suite of software applications which cover data transfer, teaching scheduling, exam scheduling and room booking. The role requires maintaining a detailed knowledge of all applications and supporting other members of staff (in professional services and academic schools) in using the systems as well as working closely with the application specialists in IT to ensure that the software is configured correctly for business practices.

- Troubleshooting timetabling software issues reported to Student Administration and liaise with IT support/Scientia for timely solutions as well as on developments, software fixes and upgrades.

- Managing the integration of the timetabling systems with other data systems to collect and validate all data required for the creation of personal timetables for students and staff.

- Responsibility for updating and maintaining system information, including eradicating any data discrepancies/validation errors in the student, course, activity and staff information.

- Allocating access to the timetabling software and ensuring that all users are set up with appropriate access, including auditing access as appropriate.

- Overseeing the ad-hoc room bookings service and related systems, including managing complaints in relation to room bookings and negotiating resolutions. Providing support and training to the Student Union on making after hours bookings.

- Line managing Student Administration Timetabling staff, including providing appropriate supervision, motivation and support and identifying staff development and training needs.

- Assisting the Senior Timetabling Manager in the recruitment, selection, induction, and probationary review of staff in the Timetabling team.

- Providing information, advice and training to academic schools on timetabling processes, including running formal training sessions and producing guidance for school staff on using the timetabling systems.

- Developing strong and effective relationships with key stakeholders (IT, Estates, Conferences, Audiovisual, Events, Educational Development etc.)

- Overseeing the creation of the main Exams Timetable including the validation of Exams Timetabling information and the integration of the system with other data systems.

- Maintaining an up to date knowledge of Higher Education timetabling related issues and developments.

Other Duties
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. All members of Registry are expected to work as a team and to assist with other duties which are commensurate with the grade, as required by the line manager. As the needs of the College change the duties and location of the role within the College will be adjusted accordingly.