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 &amp; Academic Services / 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, Results and Graduation Ceremonies; it also responsible for the Student Services Centre.

The role sits within the Timetabling Team which provides an essential service to students and teaching staff, scheduling over 10,000 teaching activities each year. 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 Timetabling Officer is also responsible for overseeing the room booking service and running the process of Course Module Feedback Surveys.

**Key Tasks**

The key duties of the Timetabling Officer include:

- Supporting the Timetabling Manager with the collection, configuration, scheduling and maintenance of the academic timetable for undergraduate, postgraduate taught and postgraduate research teaching activities. This includes responsibility for subsets of the timetable, as delegated by the Timetabling Manager. This will include:
  - Developing good working relationships with administrative staff in the Academic Schools to communicate effectively and resolve any issues.
  - Using logic, problem solving, creativity and analytical skills to proactively solve timetable issues, such as student clashes and room unavailability.
- Responding positively to problems raised by colleagues – sometimes under pressure – and suggesting practical solutions calmly and confidently.
- Providing last-minute solutions to problems and rearranging scheduled classes / room bookings to meet the needs of staff and students.
- 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.
- Maintaining information on the timetabling, student record system and other administrative systems. Taking regular backups of timetabling data and proactively reporting any data anomalies.
- Providing information and advice to Academic Schools on timetabling processes.

- Overseeing the room booking service and ensuring room bookings are made in line with the Room Booking policies and procedures.
  - This would involve dealing with a range of requests for bookings from Academic Schools and professional services and managing any queries in relation to the bookings.
  - 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.
  - Working collaboratively with Conferences and Catering and the external Bedford Square team to ensure a clear, consistent efficient booking process to users.
  - Maintaining and updating the procedures relating to room bookings in line with changes to processes; including granting access to new users.
  - Providing information, advice and training to Academic Schools on the room booking process.
  - Reviewing room booking practices at other institutions.

- Running the administration of the Course Module Feedback Surveys process and acting as the key contact for Academic Schools, including:
  - Setting up and adapting the survey templates in the Evasys system in line with School and College requirements.
  - Preparing the data sets for the surveys by reporting and validating information from the Student Record System.
  - Liaising with staff in Academic Schools to confirm their requirements for the surveys, including the type and number of surveys required.
  - Importing the final data sets and producing the surveys within the Evasys system.
  - Setting up initial emails and reminders to all students.
  - Reporting data from the surveys and providing consolidated information to Academic Schools.
- Responding to requests for information from the Academic Quality and Policy Office for management analysis.
- Providing feedback on the process in order to improve service delivery.
- Maintaining and updating the Course Module Feedback Survey procedures.
- This process is run once in each term (Autumn, Spring and Summer).
- Liaising with the software provider regarding problems or changes required.
- Training staff on the course feedback process, including how the surveys and resulting data can be accessed.
- Creating and maintaining training documentation.

## 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 Schools
- IT
- Commercial Services
- Marketing & Communications
- Estates
- Academic Quality and Policy Office