**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, 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 Student Administration Officer - Timetabling 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 Student Administration Officer - Timetabling also works with others in the Timetabling Team to ensure examination timetabling, the room booking service, Course Module Feedback Surveys and management of timetabling queries are completed efficiently.

**Key Tasks**

The key duties of the Student Administration Officer - Timetabling 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 academic and 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, while balancing the needs of academics and students within the College’s teaching space constraints.
  - 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.
- 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, advice and training to administrative staff within the Academic Schools on timetabling processes and the timetabling systems used.

- 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.

The key duties of the Timetabling Officer could include:

- Supervising the room booking service and ensuring room bookings are made in line with the Room Booking policies and procedures, including:
  - 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 academic 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 users on the room booking process and system.
  - Reviewing room booking practices at other institutions.

- Supporting 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.

- Acting as the key contact for partner organisations that use College rooms, including:
  - Ensuring appropriate communications and timely collection of timetabling data and booking requirements.
  - Developing and maintaining an in-depth understanding of their programmes to be able to advise on their timetable.
  - Scheduling requirements and dealing with clashes and queries.
  - Ensuring accurate usage data can be reported to Finance to enable collection of payment.
• 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 Academic
    Schools. 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 Academic Schools whilst minimising the
    ‘overloading’ of students.
  o Using initiative and judgement to resolve any issues raised by Academic Schools about
    the Exams Timetable.
  o Acting as initial point of contact for academic and administrative 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 exams timetabling system,
    including liaising with IT for the installation and ensuring user acceptance testing
    occurs at an appropriate time of year. Updating colleagues on changes and potential
    impact.

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
• Conferences and Catering
• IT Services
• Exams Team
• Estates