

JOB DESCRIPTION

Job Title:	Student Administration Officer – Timetabling
Department / Unit:	Student Administration
Job type	Professional Services – Full time - Permanent
Grade:	RHUL 5
Accountable to:	Student Administration Manager – Timetabling
Accountable for:	Not Applicable
Purpose of the Post	
<p>Student Administration is part of the Student and Academic Services function within the Student Journey Directorate (SJD) and is responsible for delivering the core administrative functions involved in the student lifecycle. The team is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the University.</p> <p>Student Administration is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>The role of Student Administration Officer (Timetabling) is based in the Timetabling Team in Student Administration Operations. The Timetabling Team is responsible for the delivery of student and staff timetables and room allocations for all teaching. We manage a room booking service for teaching and School spaces and work closely with the Schools to provide a high quality service to staff and students.</p>	
Key Tasks	
<p>The key duties of the Student Administration Officer - Timetabling include:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Developing good working relationships with academic and administrative staff in the Schools to communicate effectively and resolve any issues. ○ Developing and maintaining an in-depth understanding of their degree courses to be able to advise on their timetable. ○ Creating planning sets to assist in the creation of workable timetable and help foresee 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 university's teaching space constraints. ○ 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.
 - Assisting Schools with identifying clashes on student and staff 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 Schools on timetabling processes and the timetabling systems used.
 - Tasks undertaken by the Team for yearly roll over processes.
- Managing the Timetabling enquiries inbox and ensuring all queries are dealt with within the specified timeframe.
 - Developing expertise in the specialist timetabling system Scientia and its various applications, joining appropriate user groups 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 Schools and Professional Services and managing any queries in relation to the bookings.
 - Working collaboratively with Commercial Services and the external London Campus 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.
 - Developing knowledge of MS Teams forms and maintaining the room booking form.
 - Providing information, advice and training to users on the room booking process and system.
 - Assisting in the maintenance and user acceptance testing of the room booking system.
 - Familiarisation of teaching rooms on campus and campus layout.
- Supporting the set-up of the Module Feedback Surveys process and acting as the key contact for Schools, including:
 - Preparing the data sets for the surveys by reporting and validating information from the Student Record System.
 - Liaising with staff in 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 university rooms, including:
 - Ensuring appropriate communications and timely collection of booking requirements.
 - Scheduling requirements and dealing with clashes and queries.
 - Ensuring accurate usage data can be reported to Finance to enable collection of payment.
- Supporting the process of timetabling university examinations, including:
 - 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 Assessments & Results

team, to ensure that the system is configured correctly.

- Booking out examination venues at the start of the academic year and during the year when required. This should include specialist rooms and exam access arrangements rooms.
- Manage the scheduling of induction week activities, including:
 - Ensuring appropriate communications and timely collection of booking requirements.
 - Scheduling requirements, publishing to Schools and dealing with queries.
 - Support of developments to improve the delivery and student experience.

All members of Student Administration are expected to assist with key University events including Enrolment (September and January), Exams (January, late April/May and late September) and Graduation (July and December).

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

- Schools
- Commercial Services
- IT Services
- Assessments & Results Team
- Estates
- Study Group
- ULaw