UNIVERSITY OF GREENWICH

JOB DESCRIPTION

Job Title: Head of Timetabling

Grade: SG9

Department: Student and Academic Services: Registry

Responsible to: Associate Director (Registry)

Responsible for: Timetabling Manager, Examinations Scheduling Manager, Senior Timetabling Officers, Timetabling Officers.

Key Contacts: Student & Academic Services Leadership team, Pro Vice Chancellor Education, Deputy Deans, Associate Deans Student Success, Associate Heads of School Student Success, Heads of School, GSU, Faculty Operating Officers, Faculty Senior Tutors, Faculty Academic and Administrative staff, Estates, Internal Communications, Student & Academic Services teams.

PURPOSE OF ROLE
The Head of Academic Timetabling is responsible and accountable for the development, promotion and implementation of policy and procedures relating to the student teaching timetabling.

The post holder will provide leadership of the timetabling function across the University and develop strategies to enhance the timetabling operations including maximising the functionality of the timetabling software. The post holder will ensure the timetabling operation meets the business needs of the University and is optimised to align with agreed University priorities and plans, promoting new functionality and improving the efficacy of academic teaching and examination timetables in view of enhancing student experience and outcomes.

The role holder will work in partnership with Faculties and wider Professional Services across the institution to provide a professional service that delivers a teaching timetable that supports the best possible student experience, whilst optimising the efficient use of university resources, both staff and estate.

The role holder will possess specialist and current knowledge of complex timetabling systems, providing expert advice, data analytics and reports as required, to monitor progress and provide assurances to senior stakeholders.

The role holder will draw on NSS results and other qualitative and quantitative feedback regarding student experience to proactively and continuously improve University timetables.

KEY ACCOUNTABILITIES
Team Specific:

- Provide leadership in the management and development of a high-performing team to deliver high levels of customer focused service delivery and performance, to agreed KPIs.
- Work in collaboration with faculties and professional service stakeholders to deliver a teaching timetable that enhances the student experience, whilst optimising the efficient use of university resources for staff and the estate.
- Lead on implementing change management projects to transform the process of timetabling in line with wider university strategy and sub-strategy objectives.
- Lead on the cycle of published timetable information for scheduled learning and examinations, ensuring that the process of information gathering, preparation and publication is delivered successfully and timely.
- Provide detailed analysis and narratives of data assessing outputs and impacts of Timetabling and exam activities and interventions for university committees and senior audiences of the university, and at external events where appropriate.
- Continuously review processes and systems to maximise the functionality of the timetabling system making recommendations on timetabling system upgrades and enhancements, based on benefits, costs and risks, submitting proposals for approval where needed.
- Provide direct management for the Timetabling and Examination Scheduling Manager and planning, recruitment, induction, appraisals, performance management, target setting, one-to-one meetings, team meetings and staff development initiatives for the team.
- Work with the direct reports to set an annual plan of activities and standard provision and disseminate this to key areas of the institution (e.g. Faculties, Professional Services, other SAS Teams, GSU.)
- Work with the Associate Director (Registry) to develop meaningful KPIs in relation to Timetabling and Exams that complement those set by the institution and university's strategy.
- Deputise for the Associate Director (Registry) as required.
- Raise the profile of Student and Academic Services as a professional, innovative, and efficient directorate.
- Actively promote the work of the Timetabling and Exam Team within the university.

Generic:

- Responsible for the continuous evaluation and review of the performance of the timetabling function by conducting benchmarking activities and undertaking external engagement across the sector, with a view to recommending new and/or improved processes and policies, ensuring optimal use of university estate, and applying innovative solutions and enhancements to meet business needs.

- Responsible and accountable for the development, promotion and implementation of timetabling strategy, policy, and procedures, facilitating the maintenance of compliance, whilst meeting university strategic objectives.
- Set and manage the Timetabling and Exams Scheduling Team budget in collaboration with the Associate Director (Registry) to ensure strict adherence to any budget allocation for annual activities and system developments.
- Chair and/or service University Timetabling and Exam Scheduling meetings, working groups and committees as required, setting agendas and following up on agreed actions.
- Monitor and manage risk associated with the Timetabling & Exam Policy and adverse effects on student timetables.
- Ensure that students are at the heart of what we deliver and to be able to obtain meaningful feedback from students in the development and delivery of the Timetabling and Exams Schedule.

Managing Self:
- Keep up to date with sector trends, best practice, research, and activities aimed at improving Timetabling and Exams by presenting relevant findings to key stakeholders to enhance their knowledge and understanding of the Timetabling and Exam provision.
- Identify opportunities to share best practice and represent the University of Greenwich and the work of the Timetabling and Exams Service to the wider HE community, through conferences or website publication.
- Possess a good understanding of the academic work-load planning processes by maintaining stakeholder engagement with faculty leads and relevant stakeholders to agree and monitor effectiveness of outputs (KPIs).
- Maintain specialist and current knowledge of complex timetabling systems, providing expert advice, data analytics and reports as required, to monitor progress and provide assurances to senior stakeholders.
- Ability to work accurately and focussed under pressure.
- Ability to successfully lead and motivate a team of staff in this complex area.
- The role holder will be required to take an active role in professional staff development activities.
- Ability to work flexibly to support university activities at peak periods (e.g. Welcome and Registration) and ability to continue delivery where deadlines and criteria may need to change with minimal notice.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way,

recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the Executive Director of Student and Academic Services, Associate Directors of Student and Academic Services or their line manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Timetabling and Exam Team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Delivery and publication of timely student & examinations timetables
- Improved NSS scores for timetabling related questions
- Positive feedback regarding timetabling process and performance from students, colleagues and university senior leadership.
- Successful management of section budget
- Operation of Timetabling System

KEY RELATIONSHIPS (Internal & External):

- PVC Education
- Executive Director of Student and Academic Services
- Associate Deans Student Success
- GSU
- Faculty Operating Officers
- Deputy Deans
- Heads of School
- Faculty Academic and Administrative staff
- UKSR and International Office
- Planning and Statistics
- Internal Communications
- Student and Academic Service Teams, including Visa Compliance Team, Student Wellbeing Services, Student Centre, Student Finance, Timetabling, International Advice

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Experience in the use of a timetabling system including the production of personalised teaching & examination timetables
- Experience of leadership and management of a large Timetabling & Exams team preferably in Higher Education
- Experience of leading or contributing to strategic/transformational timetabling & Exams projects
- The ability to operate as the university's authority and point of reference for timetabling & Exams including the allocation of appropriate resources
- Experience of undertaking large scale data gathering / information retrieval and statistical analysis
- Strong negotiating / influencing skills- ability to work with all levels of stakeholders
- Experience of interpreting and implementing institutional policy, both to support internal KPIs and requirements, as well as external regulatory and compliance requirements
- Experience of liaising with external provider and overseeing timetable/exam systems updates/upgrades
- Experience of identifying and implementing improvements to processes, procedures and systems

Desirable Criteria
- Experience of using Scientia /Technology1 timetabling system
- Experience of working in a Higher Education setting
- Experience of developing and delivering training
- Experience of space planning and management challenges
- Experience of working across multiple locations

SKILLS:

Essential Criteria
- Excellent communication and interpersonal skills to engage and influence colleagues
- Excellent written communication skills and the ability to write papers and reports for university committees.
- Proficient change management skills
- An ability to present accurate data and provide expert narrative on the status and quality of the timetable build to faculties, professional service departments and senior colleagues
- Ability to deal with conflicts and resolve the issues whilst demonstrating sensitivity and diplomacy
- Ability to use and manage timetabling & exam IT software and systems
- High levels of IT literacy with competency in Microsoft products (including Word, Excel, PowerPoint, and Outlook)

- Experience of analytical and complex problem-solving skills with ability to make decisions and recommend workable solutions
- Able to plan, prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and competing, tight or changing deadlines using own initiative
- Ability to analyse and produce reports using appropriate data sources
- Strong ability to lead and motivate a team
- Strong team working skills and ability to collaborate with a wide range of individuals

Desirable Criteria
- Advance knowledge of Excel or other tools to integrate and analyse multiple data sources
- Functional understanding and knowledge of Scientia /Technology one
- Knowledge and understanding of how students choose their option choices
- Ability to develop or contribute to business cases

QUALIFICATIONS:

Essential Criteria
- Educated to degree level or equivalent demonstrable experiential learning within a relevant discipline.

Desirable Criteria
- Knowledge of the Timetabling systems and software
- Membership of a relevant professional body

PERSONAL ATTRIBUTES:
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful