

JOB DESCRIPTION

Job Title:	Faculty Timetabling Officer	Grade:	SG5
Department:	Engineering and Science	Date of Job Evaluation:	
Role reports to:	Faculty Administrative Services Manager		
Direct Reports	N/A		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE:

To support the Timetabling Team in the effective preparation and operation of the Faculty teaching timetable. To also work in and as a member of the Faculty Administrative team and contribute towards secretarial and administrative functions of the Faculty.

KEY ACCOUNTABILITIES:

Team Specific:

- Working with the Team in liaising with academic staff for timetabling in each Department and central Timetabling Team in relation to current timetabling issues. Receiving and resolving problems/clashes in consultation with all relevant staff and sections.
- Working with the team (and responsible academic(s)) in the organisation of new academic timetable for each academic session.
- Professional communication to staff/students/external bodies linked to the area of work.
- To attend meetings on behalf of your team as required.
- To adapt depending upon who the support is provided to, but could include (indicative, not exclusive):
 - Information gathering exercises as required
 - Student specific assistance/queries on behalf of academics
 - Assignment of personal tutors on Banner
 - Assisting with the production of examination papers
- To offer support to the Faculty Administrative team, in order to assist with the administrative procedures and meet University deadlines.
- Contribute towards other secretarial and administrative functions of the Faculty as required, which will include planning and organising meetings, agendas and minute-taking as and when required.
- To make arrangements for recording and storage of archived materials in the area of work, according to the Faculty's records retention schedule.
- Respond to mail, telephone and counter enquiries directing to appropriate academic/support functions on campus.

Generic:

- To assist in the smooth running of the Faculty Timetabling Office
- To provide temporary support in other areas of the Faculty Administrative Team should the need arise
- To regularly attend training sessions for better use/upgrade of systems in role
- To contribute towards the smooth running of the Faculty Administrative Offices, including shadowing/buddying one or more colleagues to provide cover across the Administrative team, as necessary.

Managing Self:

- Being able to communicate effectively
- To work on own initiative
- Set own goals and work effectively to deadlines
- Responsible for maintaining own continuous professional development (CPD)
- Respond to enquiries/requests in a timely and effectively manner
- Being dependable and reliable

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

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change.

KEY PERFORMANCE INDICATORS:

- Annual Appraisal
- Timely production and delivery of work to agreed timescales, quality and to plan
- Compliance with corporate standards

KEY RELATIONSHIPS (Internal & External):

- Staff at all levels in the Faculty and offices
- University networks and employer bodies
- Students' representatives

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PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Essential administrative experience in an education environment. • Experience in using a Timetabling system. • Evidence of working in a complex and demanding environment, working under pressure, against strict deadlines. • Capable of responding readily to changing deadlines. • Experience of minute and note-taking in a variety of different situations (committees, meetings, etc) • Strong experience and comfort in the use of Microsoft Office, including Teams. <p>Skills</p> <ul style="list-style-type: none"> • Interpersonal skills • Ability to deal with people in a calm, polite and professional manner in person, on the telephone, via email and other electronic or new media communication. • Ability to prioritise workload • Organisational skills • Ability to work independently and as a team member. • Flexible and professional approach to work • Accurate and pays attention to detail • Clear and professional telephone manner • Tactful, diplomatic and discreet • Adaptable to different types of work and workloads • Dependable and reliable <p>Qualifications</p> <ul style="list-style-type: none"> • General education 	<p>Experience</p> <ul style="list-style-type: none"> • Administrative experience in a Higher Education environment • Experience of using a timetabling system within a Higher Education environment. <p>Skills</p> <ul style="list-style-type: none"> • Ability to use University's Business Intelligence system • Ability to use University's Banner system <p>Qualifications</p>

<p>Personal attributes</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	<p>Undergraduate degree in relevant area</p> <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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