

JOB DESCRIPTION

Job Title:	Faculty Timetable Assistant	Grade:	SG5
Department:	Education, Health & Human Sciences Faculty Support	Date of Job Evaluation:	Feb 2022
Role reports to:	Faculty Timetable Officer		
Direct Reports	None		
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.			

PURPOSE OF ROLE: You will support the Faculty Timetable Officer in a fast-paced working environment with day-to-day administrative timetabling duties.

Responsibilities will include processing student enquiries, student allocation, identify and resolve student clashes and maintaining the timetable database to ensure all students have accurate online timetables.

KEY ACCOUNTABILITIES:

Team Specific:

- Supporting the Faculty Timetable Officer in the development of the faculty timetable including checking room availability, preparing documents for timetable planning such as authorise course/programme lists, ensure departmental student allocation requests.
- Working with the Faculty Timetabling team to support the strategic planning process of the academic timetable.
- Ensuring all students are accurately allocated to their teaching activities, including part-time students, students with carer responsibilities etc.
- Maintaining the Faculty Timetabling inbox and providing an excellent customer service for students and staff
- Assisting students to interpret their personalised timetable through email and face to face contact.
- Liaising with the Erasmus coordinator to ensure exchange students are

allocated to all required Faculty modules.

- Utilise Business Intelligence reports to proactively identify and resolve student timetable clashes, planning student allocations based on fail/repeat lists for 1st year students.
- Support the Health and Safety Unit with activities such as a Fire Warden and DSE assessor.

Generic:

- Any other administrative work as requested by the Faculty Timetable Officer.

Managing self:

- Maintenance of accurate student timetable information and regular monitoring of all student timetable issues.
- Maintain Faculty timetable database, allocating students to individual teaching activities and ensuring accuracy of the timetable.
- Assist in processing data entry during the Faculty timetable planning process.
- Maintain specialist knowledge of Enterprise Course Planner and Web DataCollector

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.
- 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 PVC, FOO 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 Faculty of Business delivers the required level of service.
- The ability to work under pressure to meet deadlines, develop and create robust systems to effectively ensure quality within the Business School are essential attributes for this role.
- Must possess the flexibility to cover areas of work and support team members when required.
- May be required to work outside ordinary office hours on occasion.

KEY PERFORMANCE INDICATORS:

- Effective Administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

KEY RELATIONSHIPS (Internal & External):

Faculty Timetable Officer, Faculty Department Heads, central Timetabling, Student Records, Students, Faculty Operating Officer.

PERSON SPECIFICATION	
Essential	Desirable
Experience <ul style="list-style-type: none"> • Experience of using Microsoft Excel to manipulate numerical data. • Evidence of working in a complex and demanding environment, working under pressure, against strict deadlines. • Experience of working to tight deadlines and time management. • Competence in the use of IT packages such as Microsoft Office packages. • Capable of responding readily to changing deadlines. Skills <ul style="list-style-type: none"> • Ability to work both proactively/individually and as part of a team. • Competent in communication both orally and written. • Proven attention to detail. • Accurate and efficient record keeping. • Excellent interpersonal and customer care skills. Qualifications <ul style="list-style-type: none"> • A2- level or B. Tech level 3 education or equivalent Level qualification • A good standard of general education, including minimum of A-C grades in Maths and English or equivalent. Personal attributes <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful 	Experience <ul style="list-style-type: none"> • Administrative experience in Higher Education or similar environment. • Experience of using Business Objects • Experience of working with timetabling software systems. Skills <ul style="list-style-type: none"> • N/A Qualifications <ul style="list-style-type: none"> • N/A Personal attributes <ul style="list-style-type: none"> • N/A