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| **University of St Andrews**  **Registry**  **Timetabling Officer – JC1021**  **Further Particulars for Applicants** |

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| **Registry** |

Registry is a key central administrative unit of the University supporting Schools, students, senior management and external stake-holders through admissions, the administration of student records, curriculum and timetabling records and the provision of associated reporting. Members of staff are required to work flexibly and provide support across the Unit according to the priorities of the academic cycle. The Unit actively supports the University’s strategy of improving the effectiveness and integration of administrative processes with various projects and cross-unit functions. You will have the opportunity to support these projects specifically in relation to the University’s commitment to integrate centrally the student record from first contact to career development.

The main function of the Examinations, Timetabling and Events (ETE) Team is to assure the professional delivery of associated services including room booking, examination event and venue management, examination paper distribution, special needs requirements, invigilation, results reporting as well as Graduation, Matriculation and Advising support. While members of the team have their specialisms, at busy times or during absences, cross-team cover is expected. The Team works closely with Registry colleagues including the Undergraduate and Postgraduate student record teams, the Curriculum Team and the Data Team. The work of the ETE Team plays an important part in the delivery of the Learning and Teaching strategy hence close co-operation with the members of the Office of Vice Principal (Proctor) including the Proctor, Deans and Pro Deans is key to service provision. Members of the ETE Team work in partnership with Business Improvements and IT on the systems and data interfaces, with School Examination Officers and School Administrators. All members of Registry are encouraged to think creatively to seek solutions for better efficiency and improved customer service in and management of services they deliver.

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| **Job Description** |

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| Job Title: Timetabling Officer  School/Unit: Registry  Reporting to: Operations Manager (Registry)  Job Family: Managerial, Specialist & Administrative | Working Hours: Full time/36.25 hours per week  Salary: £29,972 – £35,788 per annum  Reference No: JC1021  Start Date: As soon as possible  Interview date: 6 September 2011 |

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| **Main Purpose of Role** |

To be responsible for the operational planning and management of the central Timetabling and Room Booking Service to assure the University’s teaching provision while working closely with key administrators in the academic schools. You will make an important contribution to improving student experience and space utilization helping to align the use of University’s teaching spaces with its Learning and Teaching Strategy. You will work closely with all stakeholders including Schools, IT, members of the Proctor’s Office and Registry colleagues to deliver a timetabling process based on academic programme requirements and historical student choices. In addition it is expected that you will provide cover and business continuity for the examinations function of the Examinations, Timetabling and Events Team.

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| **Key Duties and Responsibilities** |

* Develop and optimise to its full potential the timetable/booking process through creative application of timetabling and associated room booking software
* Identify key milestones for the production of the teaching timetable and room booking and other related business activities
* Develop and implement a comprehensive communications strategy to ensure that this information is disseminated, understood and adhered to.
* Lead, organise and manage the Timetabling and Room Booking Service to achieve a University-wide centrally co-ordinated teaching timetable based on academic programme requirements and historical student choices.
* Understanding the diverse requirements and programme structures within the institution and convert this understanding into effective service delivery
* Document and maintain key activity procedures.
* Identify training needs and manage the provision of essential training on central timetabling and room booking to users of the software.
* Develop and improve the individual expertise and experience of team members in an environment that is positive and team focused.
* Develop and maintain an effective strategy that ensures consistent and appropriate communication both internally and externally.
* Ensure that the objectives of the Unit are achieved and an effective service is delivered to all stakeholders.
* Troubleshoot software issues reported to Registry by Schools and other software users and liaise with IT support/Scientia for timely solutions as well as on developments, software fixes or upgrades to the benefit of Registry and system users.
* Manage the integration with other data systems to achieve full interoperability across the University, and the delivery of personal timetables to students and staff.
* Analyse timetabling outputs enabling the assessment of the efficiency of the timetable and as a result provide advice to Schools and other service users on amendments to data and business practices to ensure on-going process, timetabling and estate management improvements.
* Resolve issues relating to the provision of information by Schools on their controlled teaching space having an awareness of the sensitivities associated with this information and ownership.
* Identify the impact of a move to a centrally co-ordinated timetable for School processes and help the Schools work through the impact of such changes.
* Review proactively the contribution of the teaching timetable to improve space utilisation and identify where enhancements are possible through new scheduling policies and practices.
* Resolve business continuity and risk management issues with Schools, Estates and other Support Services and IT staff.
* Decide on new business process solutions to improve the efficiency of the timetable and booking process for students, staff and other users.
* Consult frequently and work in partnership with the staff responsible for timetabling in the Schools to ensure a complete understanding of individual subject requirements.
* Resolve timetabling and booking conflicts and seek solutions which will optimise allocation of appropriate space and improve the user experience (especially for staff and students)
* Help with resolving teaching space allocation issues associated with space being unavailable due to maintenance regimes, capital development and refurbishment projects.
* Maintain regular and effective communication with all key teams/staff on dates/deadlines and important information including the convening of regular in-house timetabling user groups to share information and plan future developments.
* Work with the Data Team and Curriculum Team to provide a timetable for semestral Advising.
* Work cross-team on all ETE duties and responsibilities to provide cover and support during business critical periods.

Key contacts and relationships:

Significant negotiating, persuading, and influencing skills are required to communicate well and achieve results across a wide range of stakeholders, often with competing demands and expectations. This involves developing positive working relationships with staff throughout the University for whom the post holder has no direct responsibility, eg

* Vice-Principals, Deans and Pro Deans, Directors of Teaching, Directors of Units and academic staff;
* Administrative staff such as School Administrators and Estates staff;
* Staff within IT and other business areas;
* Staff who contribute to service and project delivery;
* Consultants and staff from Scientia, providers of the timetabling software.

Special Requirements:

Occasional overtime or weekend work to support key processes relating business critical times (eg during examination diets or in a case of emergency)

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve*.

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| **Person Specification** |

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

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| **Attributes** | **Essential** | **Desirable** | **Means of Assessment**  (i.e. application form, interview, test, presentation etc) |
| Education & Qualifications  (*technical, professional, academic qualifications and training required)* | University graduate or equivalent relevant experience. |  | Application/CV/ document check |
| Experience & Knowledge  (*examples of specific experience and knowledge sought*) | Experience of implementing central timetabling systems and room booking activities in complex environments  Experience of working with and advising senior and professional staff  Excellent interpersonal, written and oral communication skills developed to a high level  Project management skills  High levels of planning and prioritisation skills  Experience or use of a complex timetabling software system  Demonstrable analytical skills and a systematic approach to problem solving  Experience of data management and manipulation  Good understanding of data quality issues and principles | Experience of integrating timetabling or related software with other systems, preferably within an HE environment (eg, student record systems, accommodation systems, events and ticketing management, etc.)  Experience of space management  Experience of business continuity and risk management  Understanding and knowledge of space utilization and related reporting  Knowledge of best practice in equality and diversity | Application, task and interview |
| Competencies & Skills  (*e.g. effective communication skills, initiative, flexibility, leadership etc*) | Excellent and effective oral and written communication skills with ability to clearly identify most important concerns  Excellent customer focus  Accuracy and excellent organisational skills  Ability to interact effectively and engage with all  Excellent people skills remaining calm, professional and courteous under pressure  Excellent IT Skills, in particular Microsoft Excel and MS Access  Ability to lead a team and work as a flexible team member | Ability to create and write ad hoc reports referencing relational databases and complex data sets | Application, task, interview, references |
| Other Attributes/Abilities | Clear communicator with the ability to convey concepts and materials to others in an audience-targeted and accessible manner  Confidence in dealing with high pressure negotiations and conflict  Analytical and solution focused approach to tasks  Demonstrable interest in continuing professional development  Resilient individual with a ‘can do’ attitude and personal drive to achieve results within a team environment  Clear and reasoned commitment to work in this role at the University | Teaching/training experience | Interview, references |

**Essential Criteria** – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

**Desirable Criteria** – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.

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| **Other Information** |

Interviews will be held on Tuesday 6 September 2011.

We encourage applicants to apply online at [www.vacancies.st-andrews.ac.uk/welcome.aspx](http://www.vacancies.st-andrews.ac.uk/welcome.aspx), however if you are unable to do this, please call +44 (0)1334 462571 for a paper application form.

If you wish to discuss the post further, please contact Gail Davidson, Operations Manager (Registry), [gr4@st-andrews.ac.uk](mailto:gr4@st-andrews.ac.uk)

For all applications, please quote ref: JC1021

The University is committed to equality of opportunity.

The University of St Andrews is a charity registered in Scotland (No SC013532).

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| **Obligations as an Employee** |

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are responsible for applying the University’s equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University’s commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

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| **The University & Town** |

Founded in the 15th century, St Andrews is Scotland’s first university and the third oldest in the English speaking world.

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, the City of St Andrews was once the centre of the nation’s political and religious life.

Today it is known around the world as the Home of Golf and a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than 30% of the local population.

The University of St Andrews is a diverse and international community of over 9000, comprising students and staff of over 100 nationalities. It has 7500 students, 6100 of them undergraduates, and employs approximately 1840 staff - made up of c.700 academic and c.1140 support personnel.

St Andrews has approximately 50,000 living graduates, among them Scottish First Minister Alex Salmond and the novelist Fay Weldon. It has 1000 Honorary graduates, including Bob Dylan, Benjamin Franklin, The Dalai Lama and Jack Nicklaus.

The University is one of Europe’s most research intensive seats of learning – over 40% of its turnover comes from research grants and contracts.

It is the top rated University in Scotland for teaching quality and student satisfaction and among the top rated in the UK for research.

St Andrews is consistently held to be one of the United Kingdom’s top ten universities in university league tables compiled by The Times, The Sunday Times, The Guardian and The Independent Complete University Guide. It has five times been named the top multi-faculty university in the UK in the National Student Survey. The Times Higher World University Rankings 2010 ranked St Andrews as one of the world’s top 20 Arts and Humanities universities.

Its international reputation for delivering high quality teaching and research and student satisfaction make it one of the most sought after destinations for prospective students from the UK, Europe and overseas. In 2010 the University received on average 11 applications per place. St Andrews has not entered clearing for several years and sets highly challenging asking rates to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

The University is closely integrated with the town. The Main Library, many academic Schools and Service Units are located centrally while the growth in research-active physical and mathematical sciences has been accommodated at the North Haugh on the western edge of St Andrews.

As it prepares to celebrate its 600th anniversary from 2011 to 2013, the University is pursuing a varied programme of capital investment, including the refurbishment of its Main Library and a major investment in its collections, a new Biomolecular research facility, the refurbishment of the Students’ Union, the development of a wind-farm to offset energy costs and a joint initiative to site the new Madras secondary school next to the science campus on North Haugh.