



Timetabling Officer (FAS)

Reference:	EHA2273-0424
Salary:	£27,181 - £29,605 per annum Grade 5, Points 19-22
Contract Type:	Fixed Term contract to cover maternity leave
Hours	Full Time (36.25 hours per week)
Location	Ormskirk
Accountable to:	Assistant Registrar (Space Management)
Reporting to:	Timetabling Process Manager (Systems Development)



About the Role

This post is based in the University's Academic Registry, a central support department that serves to provide high quality administrative systems and services to facilitate the student journey from enrolment through to award conferral. In the Space Management Team, you will develop an excellent understanding of working in professional services in Higher Education. This role will give you an insight into timetabling and allow you to develop valuable and transferable skills, including customer service, problem solving, data management and system-based solutions. You will work closely with departments across the University allowing you to foster a deeper understanding of all the interlinking processes that facilitate the students journey from enrolment to graduation.

You will have primary responsibility in the production, distribution and collection of data for the FAS teaching timetable on the Ormskirk Campus. You will also assist the Timetabling Process Manager in all aspects of the FAS personalised timetable project and have responsibility for staff training sessions and briefing in relation to core Celcat systems.

Duties and Responsibilities

To have primary responsibility in the production, distribution and collection of data for the FAS teaching timetable on the Ormskirk campus.

- a. Work collaboratively with colleagues and stakeholders to collate and process large quantities of data and translate this into the FAS academic timetable, identify and find resolutions to problems and anticipate and plan for challenges, especially directly related to the student experience.
- b. To make recommendations to line manager/identify areas where better options could be utilised.
- c. To work with senior colleagues to ensure that services are delivered in a timely manner and agreed deadlines are met which impact on the timetabling process.
- d. Refer to guidelines, procedures and protocol to assist in resolution of issues. Display high levels of initiative and creativity where exceptions defy previous protocol/precedent.

2. To assist the Timetabling Process Manager in all aspects of the FAS personalised timetable project.

- a. Work collaboratively with colleagues and the TT Process Manager to develop system functionality relating to students' personalised timetables, a key driver within the NSS and Student Journey Experience frameworks.
- b. Identify and avoid student timetable clashes
- c. To provide information, advice and guidance to staff in relation to personalised timetables / programme queries.





- d. To respond to FAS student timetable enquiries, ensuring all queries and requests are followed up in a timely fashion.

3. To assist the Student Experience team in the creation of FAS induction week timetables:

- a. Collate and prioritise room booking requests from academic departments and input this into the Celcat timetable.
- b. Identify and find resolutions to problems and consult with departments regarding any oversubscribed timeslots to achieve the best outcome for all students.
- c. Ensure that services are delivered in a timely manner and agreed deadlines are met which impact on the induction process.
- d. Support Student Experience with late changes and other room booking issues that may occur in the run-up to and during Induction Week.

4. To have responsibility for staff training sessions and briefings in relation to core Celcat systems & FAS personalised timetables.

- a. To support FAS academic departments with system training requirements regarding our core TT business systems.
- b. Lead briefings and staff development sessions as required to a wide range of staff
- c. Review ongoing training processes, maintain up-to-date and amend documents and training manuals as necessary.

5. To partially line manage 'casual' staff members who will be exclusively assisting with FAS personalised timetables at peak times of the year eg. enrolment



In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers
- g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Internal staff wishing to apply for a fixed term role as a secondment opportunity must discuss this with their existing line manager before applying.



Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1	Good standard of general education to include GCSE or equivalent qualifications or relevant work experience	*		A
2	ECDL or equivalent qualification or relevant experience	*		A
Experience and Knowledge				
3	Experience of working in Higher or Further Education		*	S/I
4	Experience of working in a busy office environment		*	S/I
5	Experience of operating a Timetabling System or similar scheduling database		*	S/I
Abilities and Skills				
6	Strong numeracy skills and comfortable dealing with large sets of data	*		S/T/I
7	Ability to deliver very accurate data and to pay attention to detail	*		S/I
8	Problem solving skills in order to resolve data quality issues	*		S/T/I
Performance Attributes				
9	Make an active contribution to working flexibly with colleagues within and across teams to achieve shared goals	*		S/I
10	Ability to work to strict and imposed deadlines	*		S/I
11	Ability to use own judgement and a high level of initiative, to be proactive and prioritise a wide range of duties	*		S/I
12	Excellent interpersonal skills and the ability to communicate at all levels	*		S/I



How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Emily Norris, Timetabling Process Manager at Emily.Norris@edgehill.ac.uk.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.