

## Job Description

<b>Job title</b>	Timetable Services Manager
<b>School/Service</b>	Registry/Student & Academic Services
<b>Normal Work base</b>	Stoke Campus
<b>Tenure</b>	Temporary to cover maternity leave (for approximately 6-7 months)
<b>Grade/Salary</b>	Grade 7
<b>FTE</b>	1.0 FTE
<b>Date prepared</b>	April 2020

### Job Purpose

To lead a team of staff with responsibility for the teaching timetable and room bookings.

To develop and control systems, policies and procedures for the effective and efficient management of University space.

To review and analyse all aspects of the process to create teaching timetables, taking forward the use of Syllabus Plus to ensure that it effectively schedules timetables.

To lead a service that is accessible, high quality and customer centred; developing a culture of customer care with established standards of service delivery.

### Relationships

Reporting to: Head of Registry Operations

Responsible for: Timetabling Team

### Main Activities

1. To lead the day to day supervision of a team of staff with responsibility for the teaching timetable and room bookings
2. To ensure that the Timetable policy is in line with institutional aims and strategies through engagement with the SLT and to uphold the principles on which its is based. Developing with the team sufficient checks and balances to ensure these are embedded in the timetable itself.
3. To develop and manage a centralised timetabling service, supporting an enhanced student experience while creating efficiencies from timetabling and teaching space utilisation.
4. To develop a culture of customer service within the team, working in accordance with Service Level Agreements
5. To establish and maintain effective relationships with Senior staff within schools to create effective and efficient teaching timetables which uphold the timetable principles and are available to students

prior to the start of teaching and to an agreed schedule.

6. To develop and utilise the timetable system and associated systems to create the best possible efficiency and effectiveness of the process and outcomes.
7. To proactively respond to and resolve a wide range of queries with academic and support staff, and senior managers, any conflicts that escalate beyond Timetabling Administrators in terms of complying with policies and procedures
8. To implement and monitor staffing requirements and rosters within the team, prioritising activities and resource deployment to deal with varying levels of demand
9. To provide appropriate monitoring and evaluation data and regular management information about the timetabling function, in order to inform strategic development, continuous improvement and the development of self-service, web-based solutions for staff and students
10. To brief, train and supervise staff and to ensure that they have access to appropriate up to date knowledge and information
11. To participate in key University events including Open Days, Visit Days and Awards Ceremonies; promoting the provision within Student and Academic Services as appropriate
12. To undertake project and development work across the Service as required proposing solutions to address identified issues, including proposals for new plans and procedures.
13. Any other duties or responsibilities as may reasonably be required by the Head of Registry Operations or Registrar

#### **Special Conditions**

n/a

#### **Variation to Job Description**

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

#### **Conditions of Service**

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA)