Timetabling Coordinator

Department: Directorate of Technology, Estates and Facilities
Hours of work: Full Time | 37 hours per week
Contract type: Open
Salary: Grade 5 | £27,131 - 33,314
Introduction

Timetabling Services is reviewing its service provision as the University moves towards semesterisation and modularisation. This is an exciting time to join to help us support our students and colleagues and help us develop and improve our already high quality service. This is a great opportunity for you to develop your project management, leadership and stakeholder management skills, working in a dynamic, forward thinking, business critical team that is central to the operation of the University.

Our team is made up of a Timetabling Manager who has overall responsibility for Timetabling, three Timetabling Team Leaders who manage the day-to-day operations, and a close-knit team of Timetablers who support a number of academic departments to produce and look after their timetables.

As an Assistant Team Leader you will co-lead the team providing a comprehensive, centralised timetabling service to academic departments and centres. Your principal function will be to co-ordinate day to day operations for the team, handle escalated issues from colleagues and act as a specialist for complex timetabling and space matters, including the design of the timetables of a series of joint and interdisciplinary degree programmes focused around the new schools. Other requirements of the role will be to take a lead in assigned projects to analyse complex data or processes, and deliver service enhancements. You will also deputise for the Timetabling Team Leaders as required.

Main purpose of the role

To co-lead the Timetabling team providing a comprehensive, centralised timetabling service to academic departments and centres. To co-ordinate day to day operations for the team, handle escalated issues from colleagues and act as a specialist for complex timetabling and space matters, including the design of the timetables of a series of joint and interdisciplinary degree programmes. To take a lead in assigned projects to analyse complex data or processes and deliver service enhancements. To deputise for the Timetabling Team Leaders as required. Occasionally, to provide cover and support for all team members within Space Management and within the wider Directorate of Estates and Campus Services.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities
   - To lead and coach allocated team members and ensure service level agreements and customer service standards are met, deputising for the Timetabling Team Leaders when necessary.
   - To assist in the management, delivery and on-going maintenance of the academic timetable and associated bookings through use of specialist space systems.
   - To ensure an efficient provision of the timetabling service and associated bookings to deliver optimum occupancy and utilisation.
   - To provide information and guidance on internal standards and policies to ensure a consistent approach operating to the ISO:9001 framework where relevant.
   - To support day-to-day operations including responding to email and telephone enquiries, managing timetabling problems such as clashes and student allocations.
   - To identify, plan and deliver service enhancements.
   - To take a lead role in managing projects within the complete Space Management portfolio, report on project progress through agreed reporting lines and evaluate and disseminate project outcomes in a range of formats e.g. presentations, committee attendance etc.
2. University of York Responsibilities for Grade 5

Service and Operational Delivery
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.
Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>A thorough knowledge and understanding of the principles involved in service provision, administrative systems, and functions within a large, complex organisation</td>
<td>Essential</td>
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<td>Good problem solving skills with good ability to analyse available solutions and plot and implement the most efficient way forward</td>
<td>Essential</td>
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<td>Demonstrable potential to organise and lead a small team of administrative staff, and apply available resources to optimum effect</td>
<td>Essential</td>
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<td>Ability to multitask and work through various issues simultaneously whilst maintaining excellent customer relations with a range of internal customers, and a high degree of attention to detail</td>
<td>Essential</td>
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<tr>
<td>Ability to negotiate and build successful relationships with a range of stakeholders, and provide detailed advice and guidance on specialist defined projects, processes, and procedures</td>
<td>Essential</td>
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<tr>
<td>Experience of project management tools and techniques, and / or delivering a timetabling or space management related service within a higher education context, designing effective timetables for complex taught programmes in an educational context</td>
<td>Desirable</td>
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<tr>
<td>A thorough knowledge of timetable design processes in an educational context and wider space management issues within higher education, such as space planning and space allocation.</td>
<td>Desirable</td>
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<td>Experience of using IT to an advanced level, including experience of working with and manipulating large datasets in spreadsheets, reporting techniques, and/ or working with timetabling or resource allocation software</td>
<td>Desirable</td>
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## University of York Person Specification for Grade 5

### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:

- Manage small-scale projects
- Gather, analyse, interpret and report data/information
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<th>Task</th>
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<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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<td>Behaviours:</td>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
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