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Job Description

Job Title – Head of Timetabling

Job Description	
College/Service Academic Registry	**Location** High Holborn/Hybrid
Contract Length Permanent	**Hours per week / FTE** 35 / Full Time
Accountable to Academic Registrar	**Weeks per year** Full Time
Salary £55,421 - £66,943 (extended scale to £74,744)	**Grade** 7

Job Description

Purpose of Role

This is a new post within Academic Registry which we are creating as the first step in setting up a new timetabling team for the University. The post holder will lead on the creation of that team, through the merger of existing teams and additional posts, and lead the new team in the provision of a high quality set of timetabling services.

The purpose of this role is to strengthen the University's capability for planning the academic timetable within a context of growth. The role purpose is to co-ordinate and align the functions of space management in Estates/Facilities and the development of the academic timetable in Academic Registry, as well as supporting colleges, programmes and courses in developing and implementing space strategies that ensure that the University's space assets are used at optimum levels. We put our students at the centre of all that we do, and a crucial aim for our new service, and this post, is to set timelines and quality measures to deliver timetables that work for students, both before their studies and during when plans change.

The postholder will lead on the development of a Timetabling Policy that meets the needs of students, staff and makes efficient use of University space. Following approval of the Policy will be the development of a timetabling operational plan that delivers the Policy. The postholder will also be the principal contact and coordinator for the use of space for teaching, learning and other academic uses. Leadership and management of the new timetabling team will include a focus on ensuring the provision of a proactive and customer focussed service which meets the needs of the University as a whole.

Duties and Responsibilities

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1. Support the development of a University Timetabling Policy which sets out the principles and approach to timetabling across the whole University. To include listening and learning about the needs of different stakeholders including staff and students.
2. Develop and implement collaborative strategies with all stakeholders to ensure that space requirements for the academic timetable are planned, taking account of University and departmental strategic objectives, student number forecasts, curriculum development, academic endeavour, including research and teaching development and the advancement of the estate.
3. Produce and maintain the University timetable for each academic year, including database rollover according to documented guidelines and timescales, to ensure that the core data and week ranges are fit for purpose.
4. Oversee and manage the production of academic teaching timetables in liaison with Schools and Colleges and Academic Registry colleagues ensuring that the core timetable and curriculum data are collected and recorded in an accurate, timely and efficient manner.
5. Lead the Timetabling Team and ensure effective partnership working with Student Systems and Records Team (who run Celcat), Digital and other functional areas.
6. Ensure that systems and processes relating to the Timetabling Policy are adhered to while engendering a culture of best practice and a positive customer focus.
7. Develop and implement appropriate systems and processes to ensure that the timetable policy is widely understood, adopted and implemented on a University-wide basis.
8. Act in an advisory capacity on all timetabling matters, including producing updates to Senior Management on issues and progress including input to timetabling related committees, workshops and meetings.
9. Planning and prioritising of own workload and work of the team to ensure that all internal and external deadlines are met in line with the annual calendar of activities to support the student lifecycle.
10. Ensure that all timetabling of general teaching rooms and locally-managed specialist rooms is as efficient and effective as possible within agreed Timetabling Policy.
11. Responsible for proactively dealing with timetabling conflicts, resolving queries,

problem solving and contingency planning to prevent problems.

12. Proactively promote a continuous improvement approach. Lead on continuous improvement initiatives as they relate to the delivery of the teaching and examination timetables, consulting with all relevant parties, including student groups.
13. Lead initiatives in publication of timetables in liaison with Digital Services, including the development and maintenance of the chosen system solution.
14. Analyse timetabling data and relevant external data to produce reports on the University's use of teaching space, and proactively address any arising room utilisation and occupancy issues with Schools/Colleges and Academic Registrar if required. Develop and implement robust and reliable timetable modelling capability through the effective use of space plans and IT systems, in order to inform University decision-making on capital investment in space and timetable policy; Develop and operate effective links between timetabling planning and relevant areas involved in curriculum design in order to evaluate impact on timetabling of the development and change to the curriculum;
15. Explore and report on ways of improving and developing timetable delivery to facilitate the development of the University’s academic work and the improvement of space utilisation.
16. Liaise with Estates/Facilities regarding the number of teaching spaces available, and on related quality and capacity issues and projects.
17. Be a primary expert for the Timetabling team in the chosen system and related processes, acting as an expert client to the providers of the timetabling software, working with technical colleagues to develop the University's use of timetabling software and integration with other key University systems
18. Represent UAL in wider timetabling users’ community forums in the development of timetabling processes and timetabling software, by attending national strategic user groups and conferences.
19. Coordinate the training of users on the use of the timetabling system.
20. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
21. To undertake health and safety duties and responsibilities appropriate to the role.
22. To work in accordance with the University’s Equal Opportunities Policy and the

Staff Charter, promoting equality and diversity in your work.

23. To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto.
24. To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
25. To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
26. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships - Managers and other staff, and external partners, suppliers etc. with whom regular contact is required.

- Directors of College Administration
- Members of Academic Registry SMT
- PVCs and Deans
- COO
- Director of Estates and key estates staff

Specific Management Responsibilities

Staff

- Staff in the Timetabling Team

Other (e.g. accommodation; equipment

Reviewed: For initial recruitment, February 2023
By: Peter Watson, Line Manager

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Relevant Experience	Substantial experience of the operation of timetabling within HE (essential) and of space planning and utilisation (desirable) Experience of change management in implementing new processes, practices and systems Experience of leadership within higher education, including management of staff and resources or making a significant contribution to change projects
Communication Skills	Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads effectively, setting the direction of one or more functions and promoting collaboration across formal boundaries.
Planning and Managing Resources	Demonstrable ability to lead a team to plan, prioritise and manages resources on a short term and long term basis to deliver an efficient and customer focussed set of timetabling services
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.
Student experience and customer service	Evidence of experience of working in a customer focused environment and delivering exceptional customer service to stakeholders
Creativity, Innovation and Problem Solving	Extensive record of considering and evolving timetabling processes in an HE environment applying innovative solutions to problems which have a strategic impact.