

TIMETABLING OFFICER

Department:	Estates and Facilities Management
Grade/ Salary:	Grade 5 £34,286 - £38,647
Contract Type:	Permanent
Hours of Work:	35 hours per week Monday to Friday 09:00hrs to 17:00hrs
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



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Together
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Estates and Facilities

Estates and Facilities is a specialist directorate within the University with over 200 staff. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & timetabling,
- energy and carbon management,
- environmental management
- facilities services including: cleaning, portering, security, switchboard, reception, post and stores;
- health and safety
- catering
- conference services
- procurement
- print services

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 80 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra-modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20 acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

The main functions of Estates and Facilities are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan.
- To procure development projects as approved
- To manage and keep under review, property agreements, leases etc
- To liaise with external bodies, as appropriate concerning the estate
- To maintain buildings, services and grounds in safe condition and fit for purpose
- The provision of timetabling services to maximise space utilisation.

- To operate support services which meet agreed Service Level Standards
- To monitor effectively all financial activities to ensure departmental compliance with University's financial regulations and procurement procedures
- To adopt value for money solutions in all aspects of activities
- To develop, maintain and implement policies and procedures to effectively manage the estate and its services
- To identify and meet current and emerging 'customer' requirements
- To ensure that all work and services for which it is responsible, are undertaken in a safe manner
- To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development
- To provide a facilities management function for the delivery of portering, cleaning, security, post room, central stores and telephone services.

Estates and Facilities' overall aim is to provide for sustainable first-class facilities for research, teaching and learning and other activities and to create a vibrant and safe environment for students, staff and visitors and to deliver a service in a professional and integrated way.

Job description

Reporting to: Timetabling Operations Manager

Summary:

The Timetabling Office provides a business-critical function, which is complex in nature. It collaborates with academic departments to produce teaching timetables and allocate rooms for all undergraduate, postgraduate and research taught courses.

The post holder will work within the Timetabling department with the primary purpose of producing accurate teaching timetables. To support the student experience throughout the student lifecycle and facilitate effective relations between the Schools and Student and Academic Services. The post requires a high level of attention to detail with strong organisational and communication skills

Main duties:

- To provide an efficient, client-focussed, timetabling and room booking service to staff, students and external clients.
- Provide high-level and pro-active support to the Timetabling Office in the construction and maintenance of the academic teaching timetable (using Syllabus Plus).
- Responsible for the timetabling of a number of academic departments as designated by the Timetabling Operations Manager
- Take responsibility for the scheduling arrangements for several academic departments within published time scales. This includes: -
 - liaising with academic departments
 - compiling data on teaching delivery requirements
 - updating course and degree programme information on the timetables database
 - finding suitable times for teaching activities considering course clashes, staff, student and room availability
- Building positive relationships with other professional services teams and academic staff and to work collaboratively with other teams within Estates and Facilities Management and across the University.
- Act as initial point of contact for day to day enquiries from staff and students on timetable related matters.
- To coordinate and liaise regularly with key stakeholders in designated departments
- Provide advice on complex timetabling systems and processes both verbally and in writing to professional services and academic colleagues, and other stakeholders
- Developing a comprehensive understanding of the complex timetabling system and processes, which impact on timetabling.
- To carry out regular and detailed audits of rooms and produce reports, including statistics, relating to room bookings and actual usage to inform space utilisation discussions.

- To provide training and support on timetable systems to other staff as appropriate
- Working with timetabling colleagues to manage the high volume of queries and change requests received.
- Plan, prioritise and organise a busy workload, using initiative to deal appropriately with changing priorities and situations.
- Liaise with colleagues across for example academic departments, Room Bookings, Student Services Centre and Estates & Facilities Management.
- Understand the crucial role of timetabling in the overall student experience.
- Inform Timetabling Operations Manager of any issues.

Staff Management

- To provide assistance, information and guidance to any new members of staff to ensure that

Stakeholder Management

- To assist in the establishment of the Team as the recognised point of contact for Timetabling issues and queries.
- To liaise with members of staff from across the University for space and timetabling queries in support of the wider team, and to provide management information.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form C = Certificate I = Interview R = Reference

T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to Degree level (or equivalent) and/or 3/5 years' experience in a similar role	A, C, I
Essential Criteria 2 - Experience	
Experience of using sector standard timetabling software such as, CELCAT, CMIS, Event Map or Syllabus Plus	A, I
Experience of working to set deadlines	
Essential Criteria 3 – Knowledge	
Excellent IT skills, including Excel	A
Good understanding of complaint handling	A, I
Essential Criteria 4 - Skills	
Able to pay attention to details amongst a large volume of data received for processing	A, I, R
Excellent communication and interpersonal skills (both written and oral)	A, I, R
Thorough and analytical with an eye for detail	A, I, R
Pro-active problem solver	A, I, R
Ability to prioritise work within a context of competing demands	A, I, R

Great attention to personal presentation, eye contact, body language and interaction	A, I, R
Ability to Work independently and as part of a team	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

Oct 2024

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to [University of London facilities](#) such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.