



Person Specification

This form lists the essential and desirable requirements needed in order to do the job. Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job Title: Timetables Officer
Ref no.:

Department: Academic Registrar's Division – Timetables Office
Accountable to: Deputy Timetables Manager (Operations)

Competency (HERA)	Evidence	E/D
Knowledge and experience	Experience of working in a busy administrative environment.	E
	Excellent IT skills, using MS Office packages (particularly Excel) and collaborative work platforms such as MS Teams; in addition to the ability to effectively use specialist/bespoke IT systems and complex databases.	E
	A heightened attention to detail and accuracy.	E
	Educated to degree level or equivalent professional development.	E
	Experience of working in a higher education institution.	D
	Good working knowledge of TechOne Syllabus Plus (or similar) timetabling system.	D
Planning and organising resources	Demonstrable ability to effectively plan and prioritise a busy workload and meet deadlines in accordance with agreed objectives.	E
	Proven experience of working under pressure to tight often conflicting deadlines.	E
	Ability to work on own initiative.	E
Communication	Demonstrable ability to understand and convey complex information in a clear, concise and sensitive manner with staff and students at all levels and from a wide variety of backgrounds.	E



	<p>Demonstrable experience of working within a customer focussed environment.</p> <p>Ability to resolve difficult situations.</p>	<p>D</p> <p>E</p>
Initiative and problem solving	<p>Ability to use initiative to solve day-to-day problems with flexibility, timeliness, and, where required sensitivity.</p> <p>Ability and confidence to make constructive recommendations to managers.</p> <p>Ability to proactively assess, develop and improve existing processes.</p> <p>Ability to recognise when a request or problem should be referred to an appropriate colleague.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Service Delivery	<p>A commitment to providing a high standard of service to all stakeholders.</p> <p>Ability to consistently deliver key tasks to a high and accurate standard.</p> <p>Willingness to work outside of normal office hours during peak periods.</p> <p>Proven experience of providing excellent service</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Teamwork and Motivation	<p>Ability to build co-operation and team-spirit and to demonstrate a proactive approach to assisting colleagues.</p> <p>A flexible, helpful and positive attitude.</p> <p>Ability to manage your own workload and support others as required.</p>	<p>E</p> <p>E</p> <p>E</p>

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.