



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Timetables Officer

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

Job Summary

The Timetables Office provides a business-critical function to the School, 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. This post supports the team to ensure the secure delivery of essential timetabling services.

The post holder's key responsibilities include:

- Providing high-level and proactive support to the Timetables Office in the construction and maintenance of the School's teaching timetable.
- Responsible for the timetabling of a number of academic departments as designated by the Timetables Manager
- Building positive relationships with other professional services teams and academic staff
- Developing a comprehensive understanding of the complex timetabling system and processes, along with the School's policies and practices which impact on timetabling.
- Achieving a high level of proficiency in the use of Syllabus Plus (the School's timetabling database) and bespoke systems to undertake advanced timetabling and space allocation duties.
- Allocating available teaching rooms appropriately and fairly to ensure efficient space utilisation
- Working with timetabling colleagues to manage the high volume of queries and change requests received in the timetables helpdesk (Salesforce).
- Continuously seeking to enhance timetabling and related processes.

Duties and Responsibilities

Planning and organising resources

- The work of the post holder is largely autonomous, so requires identifying the appropriate course of action and implementing a solution independently.
- Plan, prioritise and organise a busy workload, using initiative to deal appropriately with changing priorities and situations.
- Take responsibility for the scheduling arrangements for several academic departments within published time scales. This includes:
 - liaising with academic departments and compiling information on teaching delivery requirements
 - updating course and degree programme information on the timetables database
 - finding suitable times for teaching activities considering course clashes, teacher and room availability.



- allocation of appropriate rooms to teaching activities whilst ensuring efficient room utilisation.
- Accurately tracking tasks related to the timetable build to ensure timely completion.
- Become an expert user of Syllabus Plus ensuring that data is accurately maintained to facilitate smooth integrations and transfer of data to other systems related to timetabling.
- Resolve timetabling conflicts arising from students' course choices and individual timetable preferences.
- Monitor the team's helpdesk (Salesforce), and to use initiative to solve day-to-day enquiries and requests.
- Assist the Deputy/Timetables Manager with more complex processes, for example bulk allocation of undergraduate students to teaching using the School's inhouse software.
- Assist the Deputy/Timetables Manager in developing the team's planning and modelling capabilities with the aim of delivering timetabling modelling scenarios which can support, inform and influence key strategic aims of the School.

Communication

- Provide advice on complex timetabling systems and processes both verbally and in writing to professional services and academic colleagues, students and other stakeholders
- Liaise with colleagues across the School for example academic departments, Room Bookings, Student Services Centre and Estates.
- To coordinate and liaise regularly with key stakeholders in designated departments
- Communicate confidently, tactfully and robustly when required in order to balance the needs of students, staff and the operational requirements of the School.
- Assist with the maintenance and development of the Timetables Office webpages. This includes (i) ensuring webpages remain current to the cyclical nature of the academic year and relevant to students' needs (ii) conducting periodic reviews to ensure inaccurate and time expired links and pages are removed.
- Assist the Deputy/Timetables Manager in preparing and sending bulk communications to students and academics at key times of the year.

Initiative and problem solving

- Manage own workload with minimum supervision.
- Use initiative and judgement to solve day-to-day problems with flexibility and timeliness.
- To find solutions and make recommendations on complex scheduling problems.
- Remain calm and resilient under pressure when dealing with difficult enquiries.
- Understand when to manage an enquiry, and when to escalate or seek advice on problems to the Deputy/Timetables Manager.
- Anticipate and work to prevent timetable related problems that could have serious consequences, such as negatively impacting the student experience or the non-delivery of teaching hours.

Service Delivery

- Act as initial point of contact for day-to-day enquiries from staff and students on timetable related matters.
- Understand the crucial role of timetabling in the overall student experience.
- Inform Deputy/Timetables Manager of any issues.
- Competent in the use of Business Objects to refresh and edit reports.
- Analyse and manipulate data e.g. to determine room utilisation statistics
- To undertake other duties as required by the Timetables Manager consistent with the nature and grade of the post.



Teamwork and motivation

- Be an actively contributing and supportive member of the Timetables team.
- Consider and suggest improvements to the services provided to formulate and promote best practice.
- Attend and make active contributions to meetings, either team-based or individual.
- Additionally, the post holder may be required to undertake line management responsibilities and associated duties that are required commensurate with the role.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.