



1. Advert

Post Title: Timetabling Manager

Division: Student Experience

Hours: Full time, 37.5 hours per week

Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 21392

Salary: starting at £36,024 to £44,263 per annum, pro rata if part time.

Placed on: 04 September 2023

Closing date: 26 September 2023. Applications must be received by midnight of the closing date.

Expected interview date: Interviews will be in person, during October. Candidates will be given 10 days' notice.

Expected start date: December 2023, by negotiation with the successful candidate.

About the role

As the Timetabling Manager you will line manage the central timetabling team, based in Academic Services, within the Division of Student Experience, and be the key liaison with the staff in Academic Schools who hold timetabling responsibilities. You will lead on all aspects of the production of the annual teaching timetable and provide the room bookings service for non-teaching activities. You will be the subject matter expert for the institution and be a key stakeholder/senior user in the implementation of the 360 Timetabling Review; a significant project that will deliver a new timetabling service for staff and students, to meet the needs and ambitions of the institution as it shapes its next strategic plan.

About you

You will have a significant experience in timetabling at scale, ideally within the HE sector. You will have a strong array of technical skills and experience working with complex data, and large databases. You will have excellent communication skills and inter-personal skills and be able to use them to influence, negotiate and problem solve. You will have proven team leadership or line management experience.

About our Division

Our Student Experience is all about our students. We work diligently to ensure that all our students are supported and have positive meaningful experiences in our University. We are led by our Student Experience Director and their Leadership team. Our services focus on Academic Quality, Student Data & Records, Careers & Entrepreneurship, Advice & Guidance, Complaints & Conduct, and Student Wellbeing. We work collaboratively with our

Schools and Divisions to ensure our students have environment that will further enhances their potential and equip them to pursue their goals and aspirations.

Why work here

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 12% total Pension Scheme(grades 1-6) 31.4% total (grades7-10)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave though our scheme for a great home and work life balance
- Discounts on public transport, Cycle to work scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a cash back Health Plan.
- Considerable discount on our on-site gym facilities because we care about our employees' health and wellbeing.

Please contact Helen Basterra, Head of Student Administration, via h.basterra@sussex.ac.uk for informal enquiries

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. Job Description and Person Specification

Job Title:	Timetabling Manager
Grade:	7
School/Division:	Student Experience/Academic Services/Student Administration
Location:	Bramber House
Responsible to:	Head of Student Administration
Direct reports:	Senior Timetabling Officers
Key contacts:	Academic and professional services staff in schools
	IT Services
	Sussex Estates and Facilities Management

Role description:

Lead on all aspects of the planning, scheduling and delivery of the University's annual academic timetable, in line with published policies and procedures. You will line manage the central timetabling team and manage its day-to-day operation and that of the system (Syllabus Plus), optimising timetables that reflect institutional and faculty constraints. The postholder also currently manages the term-time room booking service for staff and students.

PRINCIPAL ACCOUNTABILITIES

- 1. Lead on the creation and publication of the annual academic timetable in line with published timeframes working within resource constraints.**
- 2. Influence and advise on the development of institutional policy relating to timetabling, and be responsible for the implementation, and review of such policy.**
- 3. Provide expert advice and guidance for stakeholders across the University.**
- 4. Enable the provision of the room bookings service for non teaching activities.**
- 5. Lead the continuous improvement of service delivery that relates to timetabling.**
- 6. Provide effective line management of the timetabling team**

7. **Undertake appropriate training to support personal and professional development, including keeping abreast of sector developments and initiatives.**
8. **Work effectively and collaboratively as a member of the Student Administration management team.**
9. **To undertake other projects and duties as required from time-to-time.**

KEY RESPONSIBILITIES

1. **Lead on the creation and publication of the annual academic timetable in line with published timeframes in line with requirements and resource constraints.**
 - 1.1 To liaise closely with stakeholders in relevant departments to ensure that all steps in the annual timetabling cycles are completed on time.
 - 1.2 To collate and analyse data sets that feed the timetable (module and course information, staff availability, etc), liaising with stakeholders to resolve issues with data integrity as necessary.
 - 1.3 To set up and manage effective channels of communication with stakeholders to ensure collaborative partnership working is in place.
 - 1.4 In line with relevant policies and regulations, to resolve timetabling clashes or problems, negotiating appropriate alternative solutions where necessary.
 - 1.5 To have responsibility for timetable data management and the provision of management information, providing commentary and advice as appropriate.
 - 1.6 To manage the day-to-day operation of the timetabling system, Syllabus Plus.
 - 1.7 Maintain the relevant sections of the internal website, ensuring information is updated regularly and key documentation is available.
2. **Influence and advise on the development of institutional policy relating to timetabling and be responsible for the implementation and review of such policy.**
3. **Provide expert advice and guidance for stakeholders across the University.**
 - 3.1 Oversight of the production of up-to-date training materials, contribution to the delivery of training and briefing sessions for University staff.
 - 3.2 Attend relevant formal and informal meetings as and when necessary to represent the timetabling service and help to inform decision-making.
 - 3.3 Act as a key contributor towards the Estates Strategy to ensure optimal usage of space, and that changes to space usage (both short-term as a result of unforeseen issues, and long-term as part of strategic priorities) are informed by the needs of the timetabling service.

4. Enable the provision of the room bookings service for non teaching activities.

- 4.1 To utilise the current systems and processes to maintain the room bookings service for non teaching activities, during term time.
- 4.2 To provide relevant support for the conferences service to maintain the room bookings service outside of term time.
- 4.3 As part of the 360 Timetabling Review, to make recommendations about the service design and delivery of a new room booking service.

5. Lead the continuous improvement of service delivery that relates to timetabling.

- 5.1 To make recommendations on timetabling system upgrades and enhancements, based on an analysis of benefits, costs and risks.
- 5.2 To lead the timetabling team in the development and enhancement of working practices and protocols.
- 5.3 To propose solutions to complex problems relating to Syllabus Plus, systems integration or data-related issues/changes, and issues related to the way in which timetables are presented to users.

6. Provide effective line management of the timetabling team

- 6.1 Effectively line manage the timetabling team to deliver a high quality service to its stakeholders.
- 6.2 Ensure that both team and individual responsibilities are discharged effectively, and enabling the team to both meet planned deadlines and work reactively in response to unforeseen issues.
- 6.3 Undertake the full range of management tasks including recruitment, induction, probation, annual development reviews, and performance management, in accordance with HR policies and guidelines.

7. Undertake appropriate training to support personal and professional development, including keeping abreast of sector developments and initiatives

- 7.1 Undertake research into emerging timetabling technologies in order to inform timetabling strategy.
- 7.2 To represent the University in national and regional fora and through making an active contribution to relevant external groups.
- 7.3 To keep abreast of developments in the field of timetabling to ensure that the University is performing optimally in terms of timetabling and space utilisation.

8. Work effectively and collaboratively as a member of the Student Administration management team.

- 8.1 Assist and support the Head of Student Administration in devising and delivering the Office's objectives and strategy

- 8.2 Play a key role in reviewing and developing processes affecting the work of the team, and in particular seeing opportunities to enhance the services offered to staff and students by improving the effectiveness and efficiency of services and processes.
 - 8.3 Be responsible for processing relevant FOI requests.
- 9. To undertake other projects and duties as required from time-to-time.**

This Job Description sets out current duties of the post. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. First degree or equivalent qualification and/or experience
2. Excellent IT skills, including knowledge of database structures, system interfaces and management of software applications
3. Proven line management and team leadership capabilities.
4. Excellent interpersonal skills with the ability to deal effectively with people from a wide variety of backgrounds and build good working relationships
5. Excellent oral and written communication skills, the ability to write policy and strategy and good presentation skills.
6. Professional competence and ability to negotiate effectively and influence others
7. Ability to communicate clearly both orally and in writing; able to explain technical and operational issues to non-specialist staff
8. The ability to plan and prioritise workload and meet tight deadlines and to respond positively and creatively when under pressure.
9. Ability to analyse complex problems and to advise on appropriate solutions
10. Ability to implement procedural change and contribute towards policy development
11. Demonstrable service orientation together with a client/customer focus.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Skilled in the use of Syllabus Plus or another timetabling software package
2. An awareness of the importance of timetabling issues in the context of the overall student experience
3. Significant experience of timetabling and the used of complex databases in a large and complex institution

DESIRABLE CRITERIA

1. Experience of working across departments to deliver a project
2. Experience of working within HE and a commensurate understanding of the regulatory issues and current challenges and their impact on teaching delivery.