

Tasks associated with the Student Administration Officer (timetabling)


Overall Focus

To provide leadership through coordinating the delivery of professional and robust timetabling activities across the School Support Service. Through this, the role will make an important contribution to improving student experience and space use, helping to ensure the use of our teaching spaces are optimised.

Indicative Task List*

1.	To coordinate the compilation, production and maintenance of accurate and appropriate academic timetables across all campuses and schools.
2.	To coordinate the activities of the timetabling coordinators (School Support Administrators) who are based within the three campus groups.
3.	To inform the setting of achievable and appropriate deadlines for submission of data and release of academic timetables; reporting on adherence to these to inform future practice.
4.	To create and coordinate the distribution of data collection templates for submission of timetabling requirements.
5.	To coordinate the effective and timely communication of timetabling related information to students and staff.
6.	To liaise with Information Services to: <ul style="list-style-type: none">▪ Help coordinate the planning and timing of appropriate system development and upgrades to ensure no disruption to university business.▪ To act as the key conduit between local timetablers and IS, so that there is a single, coherent point of contact.
7.	To liaise with internal stakeholders to support effective and resilient timetabling; through providing advice and guidance to academic and administrative staff and seeking appropriate resolutions to escalated issues
8.	To engage with academic communities to help shape and develop the culture of timetabling practice across the University.
9.	To analyse timetabling outputs to assess efficiency and effectiveness of timetabling; providing advice as appropriate to inform future practice.
10.	To work with colleagues to continue to improve timetabling at the University, including supporting strategic developments where required.

*this list is indicative not comprehensive

School Support Service Student Administration Officer	
Role Description	Role Code SUP54 (version 1.2 2018 Jan)

Grade & Salary:	Grade 5
Campus Location(s):	Craiglockhart, Merchiston, Sighthill Roleholders may be asked to change location from time to time to meet Service and development needs and will be required to visit other campuses regularly.
Responsible to:	The role is responsible to the Head of Student Administration (HoSA) and through this role to the Director of School Support Service & Academic Registrar.
Responsible for:	In many contexts this role will be responsible for line managing administrators but this is not always the case.
Role Summary:	<p>The Student Administration Officer (SAO) is a generic role which is deployed within the School Support Service. The SAOs are intended to operate interchangeably and flexibly as support requirements demand, in order to deliver an efficient and resilient service to the University. SAOs also work closely with other relevant officers (e.g. School Operations Officers and School Support Managers) to ensure activities and priorities are supported coherently and appropriately.</p> <p>SAOs report to the Head of Student Administration (HoSA) who defines and agrees overall service standards in liaison with the Director. The HoSA prioritises activities for the Student Administration team. SAOs are responsible for planning and delivering major student administration events and services.</p> <p>In the context of delivering the University Strategy and Corporate Plan the SAOs:</p> <ul style="list-style-type: none"> ▪ provide effective planning and operational management for support major student focussed events; ▪ support the HoSA by operationalizing plans to meet support needs; ▪ work constructively and collaboratively with School Support Service colleagues, other University Services and School staff to deliver excellent student focussed activities.

School Support Service

Student Administration Officer

Main Duties and Responsibilities	
▪	On behalf of the Head of Student Administration and in liaison with other relevant staff, deliver effective local operational management of support operations for a School/Service
▪	To act as a key point of contact for Student Administration operational support activities, acting as the interface between academic communities, students and other stakeholders.
▪	<p>To lead the planning, preparation, delivery and continuous review and improvement of Student Administrations core functions. Each function will normally be led by one SAO, with the other SAOs playing a supporting role in the preparation and delivery of these key functions). These core functions include:</p> <ul style="list-style-type: none"> • Maintenance of elements of the Student Record, including arranging the University central induction and matriculation arrangements (both online and face to face, in the UK and overseas) for new students and continuing students, in liaison with Schools and other professional services. • The University's end of trimester examination diets and reassessment examination diets both in the UK and overseas including administrative processes prior, during and after the examination diet to ensure a professional and comparable examinations service in liaison with Schools, other professional services and other external stakeholders. • The University's graduation ceremonies in the UK (and where appropriate overseas), including provision of an ongoing administrative service for In Absentia graduates and replacement parchments in liaison with Schools, other professional services and other stakeholders (e.g. partner institutions). • The University's timetabling functions, including the coordination of the individualised timetables each trimester, ensuring they meet the business needs of the organisation and are optimised to align with agreed University priorities and plans.
▪	As required, lead a local team of support staff ensuring their operational activities are planned and delivered to required standards and in accordance with all necessary University and external deadlines.
▪	Embed the University's values and behaviours within the team being managed, whilst encouraging the culture and mindset in the team's staff that delivers organizational development, develop staff to realize their full potential in fulfilling ways and support positive cultural transformation.
▪	Join or support appropriate committees, working groups and informal forums to aid and support planning and delivery, contribute fully to their agendas and priorities, communicate outcomes and monitor implementation of relevant decisions.

▪	Contribute fully as a member of the School Support Service's Service Leadership Group (SLG); working with colleagues to ensure the full Service develops and meets the needs of its multiple stakeholders.
▪	Prepare, analyse and provide accurate, relevant and timely management information to the School to support delivery of strategies and initiatives.
▪	Contribute to and, where appropriate, lead relevant projects on behalf of the School Support Service.
▪	Work with colleagues across the University to take deliberate steps to improve the effectiveness and coherence of services and processes.
▪	Implement agreed business decisions advising on and/or taking appropriate corrective action.
▪	Be mindful of the need to encourage appropriate efficiency and delivery of value for money across the Service's activities.
▪	Engage fully in any training and staff development identified as being appropriate for the post-holder, to ensure ongoing professional and personal development; and to ensure that team members likewise engage in My Contribution and appropriate development activities.
▪	Assist with the University's graduation ceremonies, open days and other corporate/school events to ensure such occasions are sufficiently supported to meet their objectives.
▪	Ensure relevant University policies, procedures and regulations are applied consistently and effectively within the School.
▪	Demonstrate the University's values and behaviours and contribute actively to the development of an environment where colleagues feel proud, confident, challenged and supported; acting with respect and integrity at all times.
▪	Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management.
▪	Undertake any other reasonable duties as requested by the Head of Student Administration or the Director of School Support Service & Academic Registrar.

School Support Service
Student Administration Officer

Person Specification

Attributes	❖ Essential Selection Criteria	Desirable Selection Criteria
<i>Education/Qualifications</i>	An undergraduate degree, or an equivalent level of knowledge gained through experience in a similar role.	Higher degree or professional accreditation in a relevant field.
<i>Experience</i>	<p>Demonstrable experience of organising efficient and effective support to a business unit.</p> <p>Experience of leading staff, including setting priorities and undertaking development / performance reviews.</p> <p>Experience of enhancing and developing services to meet users' changing needs.</p> <p>Experience of Student Records Systems / Timetabling systems or similar complex databases.</p> <p>Experience of successfully delivering large and complex events to deadlines.</p>	<p>Experience of working in a Further/Higher Education setting, or a similar customer service focussed industry.</p> <p>Experience of fostering empowerment, innovation and professionalism within support teams.</p>
<i>Skills/Personal Requirements</i>	<p>Excellent networking and negotiating skills.</p> <p>Highly developed written and oral communication skills.</p> <p>Excellent IT skills across a standard range of office software.</p> <p>A motivated individual with completer-finisher attributes.</p> <p>Ability both to work in teams and independently.</p> <p>Ability to work within pre-determined guidelines and frameworks.</p>	<p>A robust and resilient individual able to work under pressure.</p> <p>An adaptable and flexible individual who copes well with change.</p> <p>Experience of committee servicing.</p> <p>A commitment to students, the quality of their experience, and to their development and success.</p>

	<p>Ability to prioritise work of self and a team to ensure key deliverables are achieved on time and to required standards.</p> <p>Available to work pre-determined occasional evenings and weekends to service major University events.</p>	
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