JOB TITLE: TIMETABLING MANAGER

REPORTS TO: DIRECTOR OF OPERATIONS AND FINANCE

Background

Cambridge Judge Business School has been in the business of transformation - of individuals, of organisations and society for the past 25 years. It delivers a range of undergraduate, postgraduate, professional and Executive Education programmes to students and organisations across the globe.

The School has recently introduced a centralised timetabling function at the Business School level and the Timetabling Manager, in liaison with the programme teams and faculty members, manages the creation of a centralised School timetable and oversees its maintenance.

The Timetabling Manager will be an effective self-starter with strong logical and problem-solving capabilities who will drive the centralised timetable project forward in order to ensure that our academic strategies can be met. The post-holder will need to be highly organised, an efficient planner with communication skills.

The role

The main purpose of the role is to manage the central timetabling function for Cambridge Judge Business School. The aims of the role include:

- Leading the continued development of a robust timetabling system, with relevant policies and processes, to support the student experience whilst making the most effective use of School resources.
- Supporting and planning the scheduling of programmes and ensuring all booking requirements are fulfilled.
- Leading the production of the annual centralised timetables for Cambridge Judge.
- Taking responsibility for the creation and maintenance of the timetables for all the degree programmes at the School (MBA, Executive MBA, MFin, five MPhils, MRes, MSt in Social Innovation, PGDE, PhD programme and MST).
- Taking responsibility for the continuous development and improvement of the central timetabling function (system and processes) within the School.
Main responsibilities

Delivery of the central timetable function

- To lead the central timetable function in such a way as to ensure that it is completed annually in a timely manner and that timelines and objectives are met.
- To work with colleagues in the IT team in ensuring the compatibility of student and module data between the timetabling system, student records system (CamSIS), digital learning platform (Moodle) and any other inter-dependable systems.
- To create, develop and manage administrative systems, records, and schedules for the School central timetable.
- To develop appropriate policy and procedure guides for the School central timetable.
- To develop an annual implementation cycle for the School central timetable.
- To foster a common sense of purpose, between stakeholders in Cambridge Judge as well as promoting a collaborative style of working which will include leading/facilitating working/focus groups to inform the continued development of a central timetabling function.
- To design and deliver training sessions to members of the programme teams, serving a range of different users, which facilitates their engagement with the chosen timetable software package and centralised timetable function.

Creation and maintenance of the School's centralised timetable

- To be responsible for the timetabling scheduling process (both automatic and manual).
- To gain an understanding of all programmes that are going to be centrally timetabled and negotiate with key staff including programme teams and members of faculty on all aspects of staff, student and resource requirements to enable the delivery of an efficient and effective curriculum timetable across all School programmes.
- To collect, appropriately configure and interpret data from programme teams and faculty on teaching events, programmes and teaching staff.
- To generate model timetables via input, analysis and manipulation of resource and curriculum data in order to achieve the most effective and efficient use of School resources for the benefit of all stakeholders in a timely manner.
- To identify and resolve difficulties which arise, or are reported by programme teams in relation to student and/or faculty timetables and to anticipate and work to prevent problems which could have serious consequences.
- To develop and maintain proactive relationships with internal stakeholders to ensure that their needs for information, its analysis, interpretation and presentation are met.
- To undertake the production of personal timetables for students and faculty for the full academic year.
- To provide advice and support to students/staff on their individual timetables.
To ensure the programme structures/rules, data, student sets and teaching activities held in the timetabling system are accurate, robust and complete, and available to interested parties as required.

To actively monitor the timetable to ensure it is accurate and up to date and implement of changes when required.

To maintain appropriate policy and procedure guides for the School's central timetable.

Maintaining and cultivating collaboration between central timetabling and other teams (e.g. Programme offices, Facilities and Operations)

To establish and maintain a productive and supportive relationship with colleagues within the Facilities and Operations teams in regard to space planning and room requirements.

To develop and continually review School policy with regards to division of roles and responsibilities for curriculum programme timetabling between the central timetabling function and programme offices.

To develop and continually review School policy with regards to division of responsibilities and sharing of data for ad hoc non-curriculum programme bookings between the central timetabling function, Facilities and Operations.

To contribute to regular and detailed audits of room utilisation and produce reports, including statistics, relating to room bookings and actual usage, thus informing space utilisation discussions.

Direct line management of the Timetable Coordinator

Recruitment, selection and induction of staff, including use of temporary staff to cover vacant posts, holidays and sickness.

Set objectives, carry out appraisals, identify the personal development and training needs of the team.

Co-ordinate and supervise allocation of work, ensuring a high quality of work and service are completed in a timely and professional manner.

Undertake routine personnel management such as monitoring and authorising leave and absence and implementing disciplinary action if required.

Provide leadership and motivation.

Facilitate communications between reportees and the wider organisation.

Line manager's health and safety responsibilities.

Make recommendations on grading and discretionary increments.

Supporting academic and operational strategies in the department

To provide data and reports on the development of centralised timetabling services and systems within Cambridge Judge to relevant School (and University) working groups and committees.

To analyse data relating to the operations of the central timetabling function.
• To provide management reports to ensure the department’s resources are being used as effectively and efficiently as possible.

• To support the Director of Operations in advising the Head of Department and senior management team on the impact of any new or expansion of current programmes where timetabling considerations may be important.

Other

• To assist with any information requests from the University with regards the University's central timetable software as required.

• To contribute to the running of other projects, events and activities managed from within Operations as part of the overall department team.

• To undertake any other duties, commensurate with the post, as may be required from time to time by his/her line manager.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

• A degree or equivalent qualification, or substantial relevant experience that demonstrates high order analytical, literacy, numeracy and problem-solving skills.

• Excellent organisational and project management skills, the ability to work on own initiative, decide and meet priorities and deadlines, work methodically, accurately and effectively.

• Ability to work to meet strict deadlines and under pressure, whilst maintaining a positive attitude.

• Excellent problem solving and logical skills, with determination to find solutions.

• Able to make decisions and be accountable/responsible for them.

• Evidence of excellent analytical skills, including the ability to explore, evaluate and interpret complex sets of information, draw conclusions, report, recommend and implement potential solutions with practicable courses of action.

• Advance computer skills across a range of software packages and ability to learn and implement new packages, as required.

• A sound understanding of curriculum management and supporting systems.

• A thorough and in-depth understanding of one or more automated timetable scheduling technologies.

• A helpful, approachable and diplomatic manner.

• Strong interpersonal and negotiation skills with the ability to influence people at all levels.

• Ability to develop and maintain effective collaborative working relationships with a range of internal (and external) contacts at all levels.

• Ability to balance competing demands and manage expectations, bearing in mind the needs of the stakeholders and operational priorities.
• Excellent written, presentational and oral communication skills, with the ability to exchange complex technical concepts in a manner appropriate to the audience.
• A customer focused service mind set with a desire to provide a professional service.
• Ability to deliver a high quality service and commitment to continuous improvement.
• Ability to communicate sensitively with stakeholders using empathy and understanding to resolve any issues surrounding timetabling decisions.
• Ability to work on own initiative and as part of a team.
• A flexible approach to working (for example, to accommodate peaks in workloads and different team structures).
• Significant experience of administrative work including understanding complex scheduling operations.
• Proficient user of Microsoft Office (especially Excel and Access).
• Experience of working with, and retrieving data from, large databases (for example, using SQL tools and utilities).
• Experience of successfully specifying, developing and deploying complex timetabling systems and solutions to meet stakeholders’ requirements within agreed resource constraints.
• Experience of building timetables in a ‘demand led’ environment.
• Experience of successfully contributing to and leading, project teams or working groups.
• Experience of working in a timetabling function in a higher education establishment.
• Understanding of confidentiality and data protection issues.

Benefits

This is a full-time position and there will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £29,799-£38,833 per annum. **Candidates should be aware that it may not be possible to take annual leave during peak timetabling periods.**

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.
We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 30 March 2018.

Applicants are required to provide details of three referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk.
Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.