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 27 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 collaboration with the programme teams and faculty members, manages the creation of a centralised School timetable and oversees its maintenance.

The role holder will possess expert technical knowledge, skills and experience in timetabling and will have extensive experience in dealing with and analysing complex datasets. The role holder will be an effective a self-starter with strong logical and problem-solving capabilities who will drive the centralised timetable project forward in order to ensure that the School's academic strategies can be met. The role holder will have significant experience of successfully leading and managing change and will need to be highly organised - an efficient planner with communication skills who has the ability to develop effective working relationships with colleagues at all levels.

The role

The role holder is responsible for the academic scheduling of all the degree programmes (17 programmes currently) at Cambridge Judge Business School. The aims of the role include:

- working in partnership with faculty and programmes to plan the scheduling of all degree programmes (17 programmes currently) and ensure all requirements are considered and that the School's annual timetable is produced and finalised in a timely manner and objectives are met
- producing personalised annual timetables for faculty and students in a timely and useful manner
- leading the continual development of a robust timetabling systems solution (TermTime), including provision of system support services and training (to faculty and professional staff), to support the student experience whilst making the most effective use of Cambridge Judge's resources
- evaluating and analysing existing timetabling needs:
  - working in collaboration with the Facilities team, ensuring that appropriate room configurations are delivered to support the academic needs
o providing professional advice and support on degree timetabling policies, processes and systems to maximise/optimise use of resources (i.e. faculty time and physical teaching spaces).

• in collaboration with colleagues in the department, leading the embedding and refinement of the department’s central timetabling function (system, policies and processes) to maximise and optimise the use of the department’s resources (including faculty time and teaching spaces)
• efficiently and effectively managing the work of the Central Timetabling Unit (CTU) in pursuit of these aims, including prioritising workstreams and resource allocation within budgets and allocating tasks to the team.

Main responsibilities

Academic timetabling management

• Creating and maintaining an annual School centralised timetable for all the degree programmes (currently 17 programmes).
• Developing and establishing an annual implementation cycle for the timetabling process, taking into account the evolving programme/faculty teaching requirements and demands of other University departments where modules and faculty resources are shared.
• Developing, reviewing and implementing administrative structure, process and procedures as appropriate, to ensure the effective delivery of a School academic timetable.
• Ensuring the services from the Central Timetabling Unit (CTU) are effective and meet the needs of the department and its multiple stakeholders.
• Identifying areas that need improvement and implementing changes to processes and working practices across the department.
• Preparing reports and leading discussions as a member of the operations senior management team.
• Monitoring activities and ensuring correct procedures are followed and accurate records are maintained, advising on administrative procedures.

Decision making

• Developing appropriate and continually reviewing policies, procedures, guidelines and documentation in relation to academic scheduling.
• Establishing policy with regards the division of roles and responsibilities for academic degree programme timetabling (i.e. CTU, programme teams, director of programmes, subject group heads, faculty, etc.).
• Advising the Director of Operations & Finance and directors of degree programmes on policies, advising staff on departmental policies and ensuring these are kept up to date, liaising with stakeholders and the teaching committees to keep abreast of changes and have these updated as required.
Project management

• Taking responsibility for the definition, approach, facilitation and satisfactory completion of medium scale projects (typically with direct business impact and firm deadlines).
• Identifying, assessing and managing risks to the success of the project.
• Setting project priorities and deadline/timelines.
• Agreeing project approach with stakeholders, and preparing realistic plans (including quality, risk and communication plans) and tracking activities against the project schedule, managing stakeholder involvement as appropriate.
• Managing the change control procedure and ensuring that project deliverables are completed within agreed cost, timescale and resource budgets and are signed off.
• Providing effective leadership to the project team and taking appropriate action where team performance deviates from agreed tolerances.
• Ensuring that projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

Problem management

• Initiating and monitoring actions to investigate and resolve problems in systems, processes and services.
• Determining problem fixed/remedies. Ensuring that such problems are fully documented within the relevant reporting structure.
• Enabling development of problem solution. Prioritising and ensuring that agreed remedies are implemented.
• Anticipating problems in the processes and services and ensuring that preventative measures are implemented.
• Co-ordinating with stakeholders and colleagues the implementation of agreed remedies and preventative measures.

Systems management

• Responsible for the road map design and ongoing development and maintenance of the department’s timetabling system (TermTime), ensuring effective use and that it continues to be fit for the teaching delivery purpose of all the programmes and all users in the department.
• Ensuring that agreed service levels are met by supplier and all relevant procedures are adhered to.
• Ensuring that operational problems are identified and resolved.
• Ensuring that operational procedures and working practices are fit for purpose and current.
• Ensuring (student, faculty, programmes, etc.) feedback of the timetables and the use of the department's timetabling system are incorporated into the road map design and ongoing development of the department's timetabling policy.
• Leading the procurement process of a timetabling system, if required, which will include the drafting of technical and user specification document, reviewing and evaluating suppliers as part of the
tendering process (with reference to the supplier’s suitability for the School’s centralised timetabling process) and setting up the new system once the system is procured.

**Incident management**

- Ensuring that incidents in relation to the timetabling system are handled according to the agreed procedures and service level agreements.
- Investigating escalated incidents to responsible service owners and seeks resolution.
- Ensuring that resolved incidents are properly documented and closed.
- Analysing causes of incidents and informing service owners in order to minimise probability of recurrence and contribute to service improvement.

**Technical specialism and experience**

- Maintaining knowledge of specific specialism in timetabling (including methodology, system application products and databases), providing advice regarding their application and executes specialised tasks.
- Actively monitoring teaching course reviews and developments, leading on the development of how the academic timetables for the Business School are planned and structured in a manner that will benefit the School and maximises the School’s resources (people and physical infrastructure).
- Interpreting and manipulating complex datasets to produce output for audiences at all organisational levels.

**User support**

- Maintaining application support processes and checks that all requests for support are dealt with according to agreed procedures.
- Using application management software and tools to investigate issues, collecting performance statistics and creating reports.

**Strategy development**

- Analysing data and providing reports of the use of department’s resources.
- Supporting the Director of Operations in advising the Head of Department on the impact/feasibility of any new or expansion of current degree programmes.
- Modelling the timetables to address limited resources (such as teaching spaces and faculty time) and advising on feasibility of a particular initiative and possible solutions on how the department can address the problems.

**Skills development**

- Demonstrating and instructing faculty and professional staff in the principles and methodology of academic scheduling.
Designing and delivering training to faculty, programme administrators and other stakeholders to facilitate their engagement with the timetabling system and CTU. Representing the Department at relevant University working groups and committees.

Providing experience, expertise and advice to other members of the University who are interested in centralising their department's/faculty's/University shared facilities' timetabling function and procuring a timetabling system to support this centralisation.

Leading/facilitate working/focus groups to foster a common sense of purpose between stakeholders in the department as well as promoting a collaborative style of working whilst continuing to develop the central timetabling function.

**Line management, performance management, teamwork and motivation**

- Direct line management, including managing of overall workload and priorities of the Central Timetabling Unit.
- Allocating responsibilities and/or packages of work.
- Providing support and guidance as required in line with individual's abilities.
- Advising individuals on career paths and encourage pro-active development of skills and capabilities.
- Setting performance targets, and monitor progress against agreed quality and performance criteria.
- Providing effective feedback, throughout the performance management cycle, to ensure optimum performance.
- Acting to facilitate effective working relationships with stakeholders.
- Participating, as appropriate, in formal processes such as compensation negotiations and disciplinary procedures.

**Budget management**

- Managing and overseeing the timetabling budget.
- Managing, authorising and monitoring expenditure in accordance with approved provisions, accounting for any variances against the budget, leading in the tendering process for a timetabling software, writing specification documents.
- Leading the shortlisting process and supplier interviews, appointing suppliers collaboratively with others.

**Liaison and networking**

- Engaging with multiple stakeholders (in groups and one-to-one basis) to build and deliver an effective teaching timetable for all degree programmes in the department.
- Establishing and managing mechanisms that enable exchange of ideas and experience across the School, including managing a communication strategy for updating faculty, senior colleagues and programme teams.
- Establishing a productive and supportive relationship with colleagues within the Operations team, particularly Facilities, with regards to space planning and room requirements.
• Assisting with any projects to implement a new/updated room booking/facilities management software and audits of room utilisation.
• Building networks and cross-department collaborations with colleagues across the University.
• Assisting with any information requests from the University and advising with regards the University's central timetabling project (including advice on software solutions available).
• Participating in University workshops as part of the University’s central timetabling project.
• Actively contributing to the University community to share knowledge, best practice and technical expertise.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and covering letter demonstrating how your own experience meets these requirements.

• A degree or equivalent qualification, or substantial relevant experience that demonstrates high order analytical, literacy, numeracy and problem-solving skills.
• 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.
• 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. Creative thinking and active problem-solving skills.
• 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). It may not be possible to take annual leave during peak timetabling periods.
• Strong organisational and time management skills with proven ability to manage projects and work to strict and multiple deadlines. Ability to manage and prioritise a busy workload.
• Good analytical skills with a structured and methodical approach.
• Good project management skills.
• Solutions-focused, pragmatic and logical.

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 £36,261-£48,677 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 7 November 2018.

Interview day is 9 November 2018.

Applicants are required to provide details of three referees. These will not be contacted unless he 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) 339637 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.