



Position Description

Position Title: Senior Timetabling and Examinations Officer (Timetable Lead)	Classification: Bond Level 5
Faculty/School/Office: Student Business Services	Date Position Classified/Updated: April 2024

Purpose of the Position:

The Student Business Services department provides administrative support and advice to students and Faculty staff on a range of matters including enrolment, timetabling, examinations, international student compliance, graduation, FEE-HELP, US Loans and Overseas Student Health Cover (OSHC).

Mission: The Student Business Services department aims to deliver efficient and professional administrative services to students and staff for activities associated with Course and class enrolments, examination, and graduation of students in conjunction with a demonstrated commitment to ongoing process review and improvement.

The Senior Timetabling and Examinations Officer will support the Manager, Timetabling and Examinations, in providing timetabling, scheduling and examinations services. This includes the identification and development of strategies, policies and procedures, planning, production, and scheduling of the University's centrally administered timetables. The incumbent is required to lead daily timetabling operations within Student Business Services, working closely with stakeholders from Faculties/academic units to ensure timely delivery and publication of timetables while providing support to other Student Business Services core activities. There are two Senior Timetabling and Examinations Officers, one as the timetabling lead in the team and another as the examinations lead. This position is the timetabling lead.

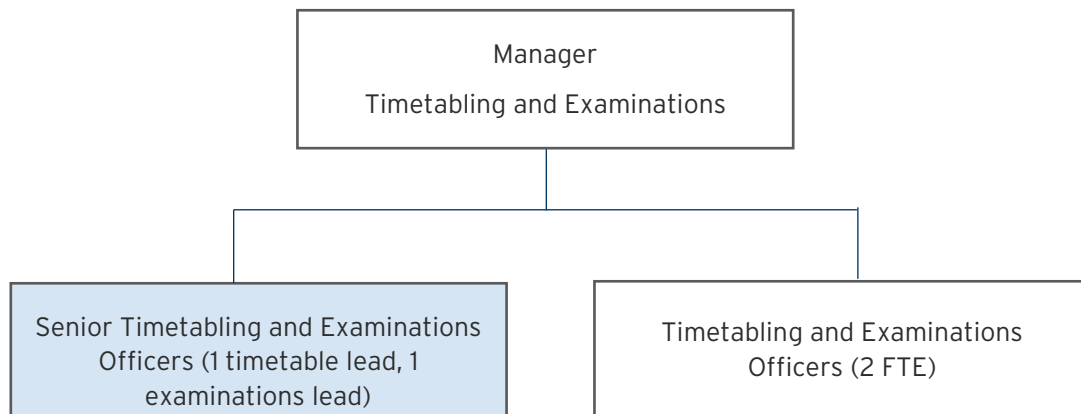
The position requires the use of scheduling software and managing multiple databases, including timetabling scheduling applications, and Student Management Systems.

HOURS OF WORK:

This position is available full time 36.75 hours per week for which the indicative hours of work are between 8.30am and 5.00pm across Monday to Friday (specific days and hours to be negotiated). However, there will be a need to work additional hours during peak periods as part of the timetable build process and the post holder may occasionally be required to support other student related activities such as orientation, graduations and other functions and events.

Reporting Relationship:

This position reports to the Manager, Timetabling and Examinations:

**Selection Criteria:**

- Completion of a degree level qualification with subsequent relevant work experience OR an equivalent combination of relevant experience and/or education/training.
- Demonstrated knowledge of university degree structures and assessment practices and the capacity to develop specialised knowledge about facilities and services of the modern classroom.
- Demonstrated expertise in the use of timetabling software), Student Management Systems and Microsoft Office suite of products.
- Demonstrated ability to work as part of a team with supervisory skills and the ability to motivate and train staff.
- Demonstrated organisational skills with the ability to plan and coordinate workload, manage time to achieve goals and meet deadlines under pressure (within the context of competing priorities).
- Superior interpersonal skills including the ability to clearly communicate, consult, negotiate, and liaise with individuals in Faculties/Schools, students, and external stakeholders to achieve business outcomes.
- Demonstrated commitment to excellence in client services and quality outcomes as a basis for service delivery including the ability to develop and refine business processes and procedural documentation to ensure continuous improvement.
- Demonstrated high-level written and oral communication skills, attention to detail and the ability to develop, refine and deliver correspondence, reports, information, and training effectively.
- Demonstrated experience in drafting, implementing, and interpreting policies and procedures at an institutional level and providing ideas and opportunities for resolving problems.

Desirable Criteria:

- Familiar with web technology/content management structures

Competency	Responsibility
Timetabling & Scheduling Process	<ul style="list-style-type: none"> • Coordinate the end-to-end process of centralised scheduling of timetables to operational and academic deadlines. Ensure milestones are met with adherence to University policies and procedures. Ensure processes are able to adapt to changing business conditions. • Coordinate operational matters of the examination and timetabling team on a day-to-day basis in the development of timetables through the provision of advice, assistance and support. Ensure accurate data formation and processing with high level of service to clients while encouraging autonomy and critical thinking skills. • Responsible for scheduling all timetables, to ensure best practice of: maximising room usage, efficient allocations of room and staff resources while meeting educational requirements and clash rules for students and staff. • Publish the timetables to University systems by required deadlines, ensuring accessibility across all University access points for staff and students. Maintain accurate timetable classes for students to register into, in a timely manner. • Provide support and guidance to the team in the resolution of clashes, complex timetable changes, class registration issues and juggling multiple competing priorities. • Assist the Manager with organising information sessions or other communication methods to ensure accuracy and efficiency of timetabling activities and class registration including supporting staff and students in the use of the Student Management System for class registration.
Class Registration	<ul style="list-style-type: none"> • Collaborate and proactively plan class management strategies with faculty staff that will ensure prompt outcomes for students. • Coordinate and oversee the class management process, provide reports to management and faculty on full class status. • Ensuring teaching locations are well utilised, supply of classes is available to meet demand in a timely fashion, rooms meet size requirements as demand increases and all stakeholders are keep informed of changing developments. • Provide guidance and support to timetabling officers, faculty staff and Student Business Services staff with class registration issues.
Room Bookings and Space Management	<ul style="list-style-type: none"> • Coordinate the resource booking system (Web Room Bookings (WRB) system and adhoc booking process to ensure space usage is maximised and adherence to room bookings procedures. • Monitor and escalate risks proactively in relation to physical resources and provide optional resolutions to the Manager. • With the Manager, act as the primary contact and representative on timetabling and space committees/projects, ensuring room information is collated and disseminated to stakeholders (IT, Facilities, Events, Security, executive and management) to assist with planning and decision making.
Examination/ Assessment and Grades Processing	<ul style="list-style-type: none"> • As appropriate, provide aspects of the centralised end of semester final assessment scheduling and the review of grade process. Ensure processes are able to adapt to changing business conditions • Liaise with the Accessibility and Inclusion Advisor to schedule examinations/assessment requirements for students with Service Plans, including mid-semester examinations. • With the Manager, assess and provide outcomes on deferred examination/assessment applications within delegation and in a timely manner.

	<ul style="list-style-type: none"> • With the Manager, follow up outstanding grades regularly as per the University Academic Regulations.
Team Building	<ul style="list-style-type: none"> • Work alongside staff in the daily operations of the timetabling and examinations team including planning of timelines, resource requirements and monitoring of workloads to meet deadlines. • Deliver effective training to team members to assist in growing team proficiency in all timetabling and/or scheduling applications and higher level processing. • Assist the Manager to ensure team members have role clarity, work plans, feedback, and are positively engaged and understand processes. • Assist the Manager to create a positive and engaging team culture that encourages staff to actively deliver on quality, innovation, and service excellence. • Assist the Manager in the development of team metrics (KPIs) to measure the effectiveness of processes and performance of services provided to stakeholders. • Assist with induction and team management of workplace health and safety.
Planning and Business Process Improvements	<p>In conjunction with the Manager:</p> <ul style="list-style-type: none"> • Plan and draft annual timetabling databases and timetabling planning calendar with appropriate team resource allocations. • Continuously review systems and processes with a view to developing innovative streamlined processes that are adaptable to changing demands and follow industry best practice. • Undertake other project work as directed by the Manager. • Assist in the development of a strategic road map for timetabling processes, systems and team development. • Ensure all policies and procedures are reviewed and current, updated to all information management systems and that changes are communicated to relevant staff in a timely manner.
Systems Database Management and Reporting	<ul style="list-style-type: none"> • With the Manager, effectively manage specialised timetabling and room booking systems that interface with Student Management Systems to ensure seamless data integration - including technology upgrades. • Liaison point for IT and system issues for the timetabling systems. • Identify and troubleshoot system problems and escalate to the Manager to liaise with relevant department (ITS, Student Systems and Data, or software provider). • Maintain accurate reports of all timetabling data at all stages of the process, to assist in making informed internal decisions, to aid in planning and to give transparency to the processes. • Compilation of a semesterly classroom utilisation reports to provide to the University Registrar for discussions at relevant University committees • With the Manager, proactively review and evaluate systems ensuring suitability and fit for purpose and scalability for future initiatives. • Foster strong networks with industry peers to keep abreast of best practice and industry trends that will assist with delivery of University commitments. • Compile and maintain relevant procedural documentation. • Update the web and intranet with all changes related to Timetabling and Examinations tasks and information.
Stakeholder Engagement and Relationship Building	<ul style="list-style-type: none"> • Act as primary contact point for unresolved timetabling issues and escalate to the Manager as appropriate. • Address and resolve conflict in a timely, confidential, and constructive manner to achieve a positive result.

	<ul style="list-style-type: none"> Proactively collaborate with Student Business Services teams and cross-divisionally to promote information sharing. Foster partnerships with all stakeholders, ensuring a high level of trust and collaboration to achieve scheduling objectives. Regular training sessions on timetabling processes involving all timetabling staff Create feedback loops, engage faculty staff in process debriefs for each timetable cycle, plan for continuous improvements on issues list Establish and maintain effective working relationships with colleagues at other universities to engage in benchmarking scheduling practices.
Learning and Development	<ul style="list-style-type: none"> Undertake on-going training in advanced features of the University's class timetabling system, Student Management Systems and web room booking system to all stakeholders. Identify opportunities, make recommendations and in conjunction with the team and with guidance from the Manager implement improvements to processes, systems, and work practices. Actively participate in change management activities including engaging constructively with all stakeholders
Understanding of Quality Assurance	<ul style="list-style-type: none"> Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.