

Academic Administration

Student Administration & Support

TIMETABLING AND ATTENDANCE MONITORING ASSISTANT

REF NUMBER: NAA455

The University of Bradford operates an online application process, please see <http://jobs.bradford.ac.uk> to apply.

The University is committed to promoting equality, diversity and an inclusive and supportive environment for its students, staff and others closely associated with its work, in conformity with the provisions of its Charter. In particular, the University will:

- seek to ensure that people are treated equitably regardless of their gender, race, colour, ethnic or national origins, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, family responsibilities, sexual orientation or other inappropriate distinction;
- promote diversity in its students and staff by recognising the particular contributions to the achievement of the University's mission that can be made by individuals with a wide range of backgrounds and experiences;
- promote and maintain an inclusive and supportive study and work environment;
- affirm the rights of individuals to be treated fairly and with respect and afford opportunities to fulfil their potential.
- To support these aims the University will ensure that in the conduct of all its activities procedures are introduced and implemented which minimise the occurrence of inappropriate discrimination, whether direct or indirect.

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Timetabling and Attendance Monitoring Assistant **REF: NAA455**

Grade 4 Salary: £9.55 per hour (plus casual allowance of 12.07%)

Fixed-term post for three months

An excellent opportunity has arisen to assist with the delivery of the Timetabling, Room Booking and Attendance Monitoring service, providing excellent customer service to staff and students and to provide a central point of contact and co-ordination for people with timetabling, attendance or room booking queries.

You will work within a team responsible for managing the booking of teaching and non-teaching space, in response to both annual deadlines and ad hoc queries. Experience of a customer facing role and planning your own work effectively is required. In addition, excellent IT and problem solving skills are essential.

This opportunity is available due to the absence of a colleague and will be on a casual basis. Therefore, hours of work cannot be guaranteed and will be arranged on a weekly basis with your supervisor. You will be paid only in respect of hours of work actually performed and recorded on the appropriate timesheets.

The University of Bradford strives to be an equal opportunities employer and welcomes applications from all sections of the community.

Informal enquiries prior to application may be made to Carol Vickers, Timetabling and Attendance Monitoring Coordinator: c.vickers@bradford.ac.uk.

Information about Student Administration and Support

For further background information on Student Administration & Support please visit our website; <http://www.bradford.ac.uk/hub/>

Special Information

Please note: If you have had a Tier 2 visa in the last 12 months which has expired or lapsed and you are outside the UK we are unable to issue a certificate of sponsorship within 12 months of that expiry.

How to apply

We request that all applicants apply for vacancies via the online application form which can be found at <http://bradford.jobs.ac.uk>

Please look at the requirements of the application process for each job before applying. If the job asks for a CV and/or a Covering Letter in addition to the online application form please ensure these are submitted. Applicants will be shortlisted on the basis of the information provided.

Additional Interview Requirements

You will be asked at a later stage whether you need us to make any adjustments for the interview. If you wish to discuss any concerns about the application process and scheduling in this respect, please contact Human Resources on (+44) (01274) 23 3071.

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JOB DESCRIPTION

Post Title:	Timetabling and Attendance Monitoring Assistant
Post Reference:	NAA455
Post Grade:	4
Responsible to:	Timetabling and Attendance Monitoring Coordinator

Main Purpose of Post:

To assist with the delivery of the Timetabling / Room Booking / Attendance Monitoring service providing excellent customer service to staff and students. To provide a central point of contact and co-ordination for people with timetabling, attendance or room booking queries.

To provide support to the Timetabling and Attendance Monitoring Co-ordinator and Senior Timetabling and Attendance Monitoring Administrator, maintaining Timetabling and Attendance Monitoring policies and adhering to related policies and procedures across the University.

Main Duties & Responsibilities:

1. To work as one of the team responsible for timetabling, room booking and attendance monitoring, in line with annually agreed deadlines for the construction, release and monitoring of academic timetables.
2. To support the Student Administration & Support team to ensure that Timetabling & Attendance Monitoring business processes are efficient, integrated and enhance the student experience.
3. To work with the Room Booking Clerk(s) and Timetablers on academic timetabling and the allocation of teaching and meeting space across the University campus.
4. To provide excellent customer service as a first point of contact to all University staff and students in response to telephone, email and other enquiries relating to timetabling, attendance monitoring and room bookings.

5. To become fluent in the use of Onyx (Attendance Monitoring), Syllabus+ (timetabling) and FACTS (room booking) software and to provide basic training / guidance to other staff users of these systems.
6. To liaise with Estates and Facilities, ICT Services, Catering and Portering as part of the wider team supporting the University's classroom and Attendance Monitoring services.
7. To contribute to projects relating to Timetabling, Attendance Monitoring or other areas of student administration, where required.
8. To work to UoB policies and procedures, relating to timetabling, attendance monitoring and room bookings. Communicating these effectively to users of the Room Booking / Timetabling / Attendance Monitoring services when necessary.
9. To evaluate ICT support requirements and advise the Timetabling & Attendance Monitoring Co-ordinator and ICT services of any proposed changes to the systems.
10. To field enquiries with regards to all aspects of the Timetabling and Attendance Monitoring services, passing more serious complaints to the Timetabling and Attendance Monitoring Coordinator.
11. To provide on-going support and assistance to the Timetabling and Attendance Monitoring Co-ordinator and Senior Timetabling and Attendance Monitoring Administrator, as required.
12. To, on occasion, staff the Timetabling and Attendance Office unsupervised and make independent decisions in relation to customer enquiries.
13. To undertake any other duties as commensurate with the nature and grade of the post.

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Timetabling and Attendance Monitoring Assistant (Ref: NAA455)

POST SPECIFICATION

The Post Specification is an outline of the **Essential** and **Desirable** Qualifications, Experience, Skills & Knowledge and Personal Qualities that are required for the post, and how these will be identified/verified. **The Post Specification forms the criteria against which we will shortlist candidates.**

	Essential	Desirable	How Identified/Verified
Qualifications	A good standard of education, including GCSE English and Maths Grade C or above (or equivalent).		A
Experience	<p>Experience of adhering to policies and guidelines.</p> <p>Experience of a customer-facing role with time-bound deadlines.</p> <p>Experience of planning own work effectively, prioritising and organising own resources to meet deadlines and targets.</p>	<p>Awareness of key issues affecting student administration.</p> <p>Understanding of the reasons and application of Attendance Monitoring practices in HE.</p>	A, I, R
Skills & Knowledge	Excellent customer service skills, especially by email and telephone.	Awareness of key issues affecting student administration.	A, I, R

	<p>Excellent organisational skills.</p> <p>Excellent IT skills and ability to learn new systems.</p> <p>Good problem-solving skills.</p>	<p>Understanding of the reasons and application of Attendance Monitoring practices in HE.</p>	
Personal Qualities	<p>Excellent interpersonal skills.</p> <p>Ability to work effectively to tight and conflicting deadlines.</p> <p>Excellent attention to detail.</p> <p>Ability to exercise tact, diplomacy, sensitivity and confidentiality.</p>		I

Key: A = Application, Q = Sight of Qualifications, I = Interview, P = Presentation/Task, R = References, CV = CV, CL = Covering Letter