**Development Opportunity:**

Restricted trawl to G3 and G4 across the University.

**Position**: Clerical Officer – Timetabling and Room Booking Unit (Grade 4)

**School/Department:** Eventus, Culture and Arts, Student Plus

**Duration**: 6 months

FTE: Full - time

The Timetabling and Room Booking Unit is offering a short term development opportunity to an individual interested in using their full breadth and depth of clerical knowledge to support the delivery of timetabling and ad hoc room booking requirements within the University.

This opportunity will be available for a period of six months, during which the successful candidate will be responsible for providing specialist clerical support in the creation and delivery of the University’s academic timetable and supporting staff and student ad-hoc room booking requirements.

**Responsibilities**

1. Provide specialist clerical support in the creation and delivery of the University’s academic timetable within agreed timescales.
2. Support staff and student ad-hoc room booking requirements, managing own work from start to finish and dealing with all room booking correspondence, both electronic and otherwise, on a daily basis.
3. Ensure all changes to the timetable are accurately updated on Qsis in a timely manner.
4. Effectively use the University’s specialist timetabling and conferencing software systems to ensure all booking requests and changes to bookings are made correctly and interrogate the systems as required to provide a range of possible solutions to room booking problems.
5. Aid students with bookings on behalf of Clubs and Societies, ensuring booking forms are completed accurately and that they are aware of the relevant Terms and Conditions.
6. Promote, enforce and support the use of the online timetabling and room booking services to new and existing users.
7. Participate in the implementation of new software releases by attending training sessions, assisting with data transfer and facilitating any procedures for minimum disruption to the Room Booking service throughout the changeover.
8. Carry out analysis of information, data and/or calculations and present results accurately and appropriately.
9. Make suggestions for improving service and efficiency, taking customer comments and feedback into account.
10. Provide advice and a user-friendly service in response to enquiries and in all matters relating to the Timetabling and Room Booking Unit, bringing to the attention of senior staff and special circumstances or matters of concern.
11. Oversee the use and maintenance of all general office equipment and ensure they are in working order e.g. photocopiers, organising building maintenance, communicating with office suppliers and central departments such as Purchasing and Estates.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

**ESSENTIAL CRITERIA:**

1. A minimum of 5 GCSE’s at Grade C or above (or equivalent) or NVQ Level 2 Administration and relevant work experience, working in a customer service environment OR equivalent relevant work experience in a Timetabling Unit or comparable setting.
2. Strong IT skills with experience using a wide range of systems including databases, excel, e-mail and internet.
3. Experience of accurate data capture and maintenance on a software system.
4. Proven experience of using problem solving techniques in day to day role.
5. Proven experience of designing and managing databases and of using a wide range of IT systems, including excel, email and internet in daily work.
6. Experience of managing and manipulating data and storing it in an appropriate manner.
7. Excellent time management skills.
8. Ability to use own initiative to deal with problems as they arise.
9. Evidence of managing own workload and of working as part of a team.
10. Excellent keyboard skills.
11. Good understanding of relevant regulations and procedures.
12. Good oral and written communication skills.
13. Ability to provide effective service (including customer service) to required quality standard.
14. Ability to work on own initiative and as part of a team.
15. Ability to manage resources.
16. Ability to plan and organize workload to meet standards and deadlines.
17. Flexible, willing to adapt to new tasks and duties.

**DESIRABLE CRITERIA:**

1. Experience of timetabling and room booking administration and procedures in a University environment.
2. Experience using specialist software systems to support service delivery.
3. Previous use of University timetabling and/or Student Record systems.