

## **JOB DESCRIPTION**

**POST:** Timetable and Room Bookings Administrator

**DATE:** October 2017

**SERVICE/ FACULTY:** Estates and Facilities Services

**POST NO:** EFS-To3B

**STARTING DATE:** As soon as possible

**SALARY RANGE:** £19,850 to £22,214 per annum, pro rata

**HOURS:** 26 hours, part time

**INDEFINITE/FIXED TERM:** Indefinite

**REPORTING TO:** Timetable and Room Booking Manager

### **THE POST**

The post holder will be the first point of contact for all general room booking enquiries and deliver a friendly, customer focus service. The post holder will be required to monitor and administer the University's non-timetable room bookings, via Web Room Bookings (WRB) and direct enquiries via telephone, email and in person, using both Kinetics and Scientia booking systems. As well as responding to the general day to day room booking needs of the University the post holder will have some involvement in the overall academic timetabling process.

The post holder will process all non-timetable room requests and will assist in processing timetable change requests and making amendments to the academic timetable. The timetable requirements of each Faculty are complex and demand a high level of accuracy and analysis to ensure the best possible utilisation of space; the post holder will work alongside the Timetable and Room Booking Coordinator (TRBC) and the Timetable and Room Bookings Manager (TRBM) ensuring the delivery of the timetable is successful, contributing to improvement of student and staff experience.

The post holder must enjoy working to tight deadlines, producing highly accurate work, problem solving and working independently using their own initiative.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### Responsibility for room bookings

- Provide first point of contact for all room booking customers.
- Respond to all enquiries for room bookings on a day to day basis, via email, phone, Web Room Bookings (WRB) and in person with customers who come to the Timetabling and Room Bookings office.
- Monitor and assess all room booking requests, identifying incorrectly submitted bookings and advising the customer accordingly. Where appropriate, referring

the customer to the Conference Department or advising them of the correct timetable room request procedure and making amendments accordingly.

- Allocate a suitable room and book and record on the Scientia booking system. Allocate teaching space ensuring all specific requests and requirements are taken into consideration and where possible allocated.
- Check and authorise room booking requests submitted via WRB.
- Provide support to users where necessary with accessing WRB.
- Manually processing bookings as required.
- Provide general guidance on room availability and suitability.
- Setting up bookings for regular committee and board meetings.
- Process Student Union and extracurricular room bookings.
- Provide re-confirmation of room bookings as requested.

#### Delivery of academic timetable

- Assist in the construction and maintenance of the academic timetable to suitable teaching space, ensuring utilisation of space is optimised at all times; this task requires accuracy and planning and must be delivered on schedule.
- Assist with the creation of timetable activities in Scientia, the entry of requirements and validation of timetable data.
- Conduct data validation and data quality checks on all timetable requirements entered and liaise with Departmental Timetablers to resolve any data issues.
- Monitor and maintain data quality.
- Assist with processing timetable changes.
- Delivery training to users of Scientia and KX from within EFS or in other departments who may be required to view Scientia and/or KX from time to time.

#### Service provision, communication and system maintenance

- Maintain a high level of customer service.
- Receive low level complaints and escalate to TRBC or TRBM as appropriate.
- Respond to any reported maintenance, equipment or set up issues. Submitting servicedesk requests or communicate directly with the relevant Department as appropriate.
- Produce and maintain EFS Standard Layout Room Posters, ensuring any new rooms or changes to room function / capacity or equipment is reflected on the poster.
- Assist in the annual audit of all teaching room stock, their capacities, facilities and equipment.
- Distribute updated, detailed rooming information to Campus Management, Estates, Faculty Managers and Administrators.
- Circulate room and equipment data to inform Departmental Timetablers in order for them to request suitable teaching space for both timetable and non-timetable activities.
- Facilitate and record the annual room booking survey.
- Assist in the recruitment and supervision of casual staff in order to carry out room booking surveys.
- Set up the spreadsheets in order to record the annual room booking survey and any other room bookings surveys that may be requested.

- Assist in the production of reports for annual requirements of the EMS (Estates Management System) and RAM (Resource Allocation Model).
- Attend meetings when required and assist in providing analysis and data when requested.
- Maintain and review the Scientia Procedure document.
- Provide support and where necessary training to staff and student system users across the University including KX, WRB, the Scientia Web Server (SWS) and Scientia Enterprise.
- Provide guidance to those responsible for requesting rooms for timetable bookings, including assisting with support, drop in and training sessions.
- Maintain the Scientia database cross checking transferred bookings in KX system to ensure all bookings and data are stored appropriately and that link and integration tools are functioning correctly. Report any inconsistencies to the Timetable and Room Booking Manager for further investigation.
- Liaise with the Conference team to ensure data consistency is maintained between the two booking systems (KX and Scientia).
- Operate an efficient paper and electronic filing system.
- Provide cover for the conference office when required, either taking messages or dealing with general day to day enquiries.

Any other duties as reasonably required by the Timetable and Room Booking Manager and Head of Facilities and Business Manager.

### **General Information**

It is anticipated that this job description will change over time in accordance with the needs of the role. The role holder will be fully consulted on any proposed amendments.

### **CONDITIONS OF SERVICE**

The appointment will be made at Grade 4, currently £19,850 to £20,989 per annum and annual incremental progression within this range. An upper range of £21,585 to £22,214 per annum, will be available (again with incremental progression) to those who, having gained considerable experience relevant to the role, are able to demonstrate added value through activities or contribution which are over and above the normal expectations for the role. Starting salary will be dependent upon qualifications and experience. Salary is paid monthly in arrears by direct credit transfer on the last working day of each month.

Your normal centre of duty will be the King Alfred Campus in Winchester. However, you may be required to work in any part or department of the University and in any Campus of the University), or as otherwise required for the due performance of your duties and responsibilities.

Normal hours of work will be 26 per week, to be worked between the hours of 8.30am and 5.30pm, Monday to Friday, by agreement with your Line Manager.

The appointment will, in an appropriate case, be subject to a probationary period of 6 months.

The annual leave year runs from 1 August to 31 July. Holiday entitlement is 21 days per annum, plus Bank holidays and two extra statutory days. A proportion of the entitlement

is allowed pro rata for part-time staff working less than five days per week and/or not throughout the year, and for all support staff during first leave year at the University.

Holiday entitlement is increased by five days on completing five years' service prior to the commencement of a leave year on 1 August.

Other terms and conditions of employment appropriate to this post and grade apply in addition to those referred to in this statement. The list of benefits includes Pension Scheme, Sick Pay Scheme, Maternity and Paternity leave and pay (subject to eligibility). Details are contained in the Statement of Principle Terms and Conditions of Employment issued on appointment, the Staff Handbook and other documents referred to therein.

## **APPLICATION INFORMATION**

Applications should be made on line at [www.winchester.ac.uk](http://www.winchester.ac.uk). Please note that posts close at midnight on the date stated. Late applications will not be accepted. Due to certificate of sponsorship restrictions this post is not open to applicants who require sponsorship to work at the University of Winchester.

We delight in diversity in our workforce and seek those that share this value

## PERSON SPECIFICATION

Each attribute is marked as essential for the post, or desirable. The last four columns on the Person Specification (labelled A, I, T) indicate how each attribute is assessed.

A = application form, I = interview, T = test

ATTRIBUTES	ESSENTIAL	DESIRABLE	A	I	T
<b><u>EDUCATION/TRAINING</u></b>					
Educated to A level standard or equivalent	X		X		
MS Office qualification		X	X		
<b><u>EXPERIENCE</u></b>					
Providing excellent customer service	X		X	X	
Working in a Higher Education environment		X	X	X	
Working with a timetable allocation/space management system		X	X	X	
Experience of analysing data and producing reports	X		X		X
Working in an administrative role	X		X		X
<b><u>KNOWLEDGE</u></b>					
Excellent knowledge of MS office, in particular Excel	X		X	X	X
Knowledge of working with Scientia / Kinetics bookings system or similar		X	X	X	

ATTRIBUTES	ESSENTIAL	DESIRABLE	A	I	T
<b><u>SKILLS/ABILITIES</u></b>					
Excellent organisational and prioritising skills	X		X	X	X
Ability to produce accurate detailed work whilst working under pressure and to tight deadlines	X			X	X
Ability to maintain high levels of customer service	X		X	X	
Ability to work independently on your own initiative	X			X	
Ability to provide the optimum solution to complex problems using an analytical and systematic approach	X			X	X
<b><u>PERSONALITY</u></b>					
Customer focused	X			X	
Welcoming and helpful	X			X	
Reliable	X			X	
Calm and works well under pressure	X			X	
Enjoys detailed tasks	X			X	
Flexible	X			X	
Ensures attention to detail	X		X		

## **FURTHER INFORMATION**

### **Health & Safety**

Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the University on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Copies of the University Safety Policy can be found on the University Intranet.

### **Sustainable Development**

All employees are expected to act in accordance with the Sustainable Development Policy and Environment Strategy. In the course of your duties, you should seek to minimise any detrimental impact on the environment and take specific action as appropriate within the remit of your post.

### **Facilities**

Staff catering facilities are available.

**West Downs Day Nursery** - is situated within the grounds of The University of Winchester. The nursery offers care for children from the age of six weeks to five years in a stimulating and homely environment. The nursery provides 62 places each day from 7.30am to 6.15pm on a full time or sessional basis. The opening times are designed to accommodate the working parent who may wish to continue their career. Further details are available from the Human Resources Department.

Sports and Fitness facilities are available, these include the University Gym, Sports Hall and our outdoor Multi-Use Games area for Tennis, Basketball, Football and Badminton to name a few. At our Bar End facility you will find our Athletics Track and All-Weather Pitch. Also on offer is our Fitness & Wellbeing class timetable which are complimentary to all Gym Pass holders.

### **Winchester Values**

We value freedom, justice, truth, human rights and collective effort for the public good. The plans and actions of the University of Winchester are founded in these ideals together with the following values:

#### **Intellectual Freedom**

Intellectual freedom and its appropriate expression are at the heart of our business.

#### **Social Justice**

We seek to embody social justice and develop our students as effective and fulfilled global citizens. They will be prepared to challenge the status quo and will have the strength to stand up for what they believe to be true.

#### **Diversity, Equality and Inclusion**

We value diversity and we are committed to ensuring a welcoming and inclusive experience and striving to ensure equality for all.

## **Spirituality**

The University celebrates its Christian foundation, and welcomes those of all faiths and none. Together we seek to explore the mystery of life, and to grow in wisdom and love.

## **Individuals Matter**

The wellbeing of each member of staff and every student is important, as are their opinions and views.

## **Creativity**

Permeability, agility and imagination are central to our thinking: we endeavour to act as a crucible for the generation and transfer of knowledge.

## **Compassion**

Conscious of the kinship that exists between all life, we seek to nurture compassion for people, animals and the planet.

## **Mission Statement:**

'To educate, to advance knowledge and to serve the public good'

## **The University vision:**

The University of Winchester is a university on a human scale, with a principal emphasis on the personal creativity and development of its students and its staff.

Through its teaching, research and professional practice, the University will be an outward facing and permeable organisation, welcoming outside influences and fully engaging with society locally and regionally, nationally and internationally. It will provide a high quality university education, responsive to the intellectual, personal and professional needs of its members and the wider community.

The University seeks to serve the spiritual and ethical needs of its students, building moral and global awareness. Our Church foundation is reflected also in strong support offered to students from backgrounds not traditionally associated with higher education. The University will ensure that its courses are accessible to all those who have the potential to benefit from them, regardless of their social, economic, ethnic or religious background.

As a twenty-first century institution which provides a progressive and challenging higher education experience and which forms a crucible for the generation and transfer of knowledge, we have high expectations of both staff and students. The professionalism of staff is reflected in integrity, objectivity and competence. Students' time at the University will provide them with a justified confidence in their abilities and the strength to stand up for what they believe to be true.