POSITION DESCRIPTION

Position Title: Timetabling Support Officer, Teaching Space Management

Organisation Unit: Academic Services Division (ASD)

Position Number: 1326696

Type of Employment: Full Time, Continuing

Classification: HEW Level 5

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Academic Services Division consists of an Academic Administration Directorate and a Student Administration Directorate. The Directorates provide high quality administrative and professional services in support of the University’s academic activities.

Academic Administration Directorate provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination and encompasses the following units:

- **Academic Policy and Programs** – provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.

- **Student Complaints and Grievance Resolution** – provides:
  - A focal point for managing student complaints and grievance resolution by coordinating the responses of decision makers who are both internal and external to the University; and
  - Administrative support for the conduct of the student discipline and misconduct processes.

- **Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable.

Information about Teaching Space Management may be accessed on the unit’s web site at http://www.uq.edu.au/teachingspace/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

**DUTY STATEMENT**

**Primary Purpose of Position**

The Timetabling Support Officer provides technical training and support to a specific group of Schools and/or Faculties and contributes to the ongoing development of the University academic timetable which involves the analysis and scheduling of timetabling data and resolution of complex timetabling changes. The role also assists with the ongoing improvement of business processes and systems as well as with the regular audit and inspection of centrally controlled teaching spaces.

**Duties**

Duties and responsibilities include, but are not limited to:
Administration

- Provide high level analysis and preparation of timetabling data and contribute to the scheduling and ongoing maintenance of the University academic timetable
- Solve challenging complex timetabling issues in response to business needs whilst ensuring continuous improvement to the student experience and effective room utilisation
- Develop and maintain effective stakeholder relationships with relevant School/Faculty staff including the identification of training needs and carrying out of specialised training sessions
- Provide client point-of-contact service by providing information and expert advice on class timetabling, timetabling software, and information regarding central teaching rooms within the University
- Contribute to ongoing improvements of business processes and operational goals including reviews of procedures, processes, training packages and support tools
- Provide detailed timetabling reports to relevant Schools/Faculties to assist with continuous improvement strategies.
- Assist in the regular audit and inspection of centrally-controlled teaching spaces to ensure that teaching rooms are appropriately equipped and operational and to ensure remedial action is taken in a timely manner.
- Other duties as directed by the Team Leader and Manager of Teaching Space Management.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to and receives supervision from the Team Leader, Teaching Space Management.
SELECTION CRITERIA

- A degree with no experience, an advanced diploma and at least one year’s relevant work experience, a diploma qualification and at least two years relevant work experience, or an equivalent combination of relevant experience and/or education/training
- Demonstrated strong analytical and conceptual skills, including a team-oriented approach to problem-solving
- Demonstrated ability to work under broad direction only and to exercise informed judgement in undertaking tasks, with a willingness to accept responsibilities
- Excellent client services skills, including the ability to communicate and establish cooperative working relationships with a wide range of clients, both internal and external to the University
- Demonstrated high level of competency in computer literacy including the ability to use word processing, database systems, data warehouse software and other specialist software applications
- Proven organisational skills and demonstrated ability to meet tight deadlines, establish work priorities and follow through to completion while maintaining a high degree of accuracy
- Strong interpersonal, negotiation, communication and presentation skills
- Ability to think creatively and develop and implement innovative solutions within a business context.

Desirable

- Knowledge of the University timetabling system and room booking practices or the ability to rapidly acquire this knowledge
- Proficiency in the use of timetabling software such as Syllabus Plus Enterprise

The University of Queensland values diversity and inclusion.