

POSITION DESCRIPTION

Position Title:	Coordinator, Timetabling
Organisation Unit:	Examinations and Timetable Services Academic Services Division
Position Number:	3049207
Type of Employment:	Full Time, Fixed Term (12 months)
Classification:	HEW Level 7

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$2.15 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+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The **Academic Services Division's** mission is to provide expert information, direction and professional service to support the University's student and academic activities.

Sections within **ASD** include:

Office of the Academic Registrar – The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Business Enhancement and Compliance; Examinations and Timetable Services; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; and Student Progression.

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.

Admissions – administer the University's Admission policies for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options.

Business Enhancement and Compliance - responsible for identifying and nurturing business enhancement opportunities within the University's student administration function. In line with this, they primarily focus on digitising, automating, monitoring and highlighting policy and procedural issues and compliance.

Examinations and Timetable Services – responsible for all aspects of centrally coordinated examinations and related processes, production and publication of the academic timetable and class allocations; and contributes to the development of policy and procedures relating to assessment and timetabling.

Student Centres - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities.

Student Complaints and Grievance Resolution – provides coordination and support for the University's grievance, appeal and misconduct processes.

Student Fees and Scholarships – provides a centralised student fee and scholarship service, including administration of approved student fees and the University's Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications.

Student Progression – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression procedures; provide advice and support for student enrolment.

Information for Prospective Staff

Information about the Division may be accessed on the ASD web site at <http://www.asd.uq.edu.au/>.

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

The incumbent may be required to work outside standard business hours and must be available to work during peak periods; recreation leave may not be approved during peak periods.

DUTY STATEMENT

Primary Purpose of Position

The Coordinator, Timetabling provides support to the Manager, Timetable Services, by coordinating the core functions of the section, including production of the University's class timetables, class allocations, resolving scheduling issues, system maintenance, and ensuring availability of and specifications of centrally controlled teaching spaces are maintained accurately within the system. The role may be responsible for direct supervision of staff within the section on a day-to-day basis.

Duties

Duties and responsibilities include, but are not limited to:

Timetabling activities

- Coordinate the production and publication of the University's class timetables, including oversight of data collection and validation processes, and scheduling of high priority activities, in accordance with University policy and procedure.
- Coordinate the sort and allocation process for student class preferencing activities.
- Provide expert advice on class timetabling, class allocations, room bookings, associated systems, and information regarding central teaching and meeting rooms to a wide array of stakeholders.
- Provide day to day supervision of a team of timetabling officers and room booking operations, including workload planning, performance and development opportunities.
- Provide continual support and guidance to faculty and school timetabling officers.
- Negotiate competing demands from faculties, schools and other parties in relation to class activity scheduling, room allocations and space availability.

System management

- Maintain the class timetabling systems, class allocation system, and room booking system, including updating room availability and specifications, integrations and data import/export with enterprise systems, and set-up and configuration of activities for each of the study periods.
- Investigate and resolve system issues, in consultation with Information Technology Services (ITS) and external software providers where appropriate.
- Deliver specialised training to system users, including maintaining instructional documentation for faculty and school staff.
- Identify opportunities for system enhancements to improve processes and increase efficiencies.
- Review and test new and complex systems functionality.

Administration

- Prepare metrics and other reports as required to support core operations and ad hoc queries, including review and update of the business process calendars to identify key dates to ensure process timelines are met.
- Effective communications with faculties and schools and teaching space stakeholders, including establishing and maintaining co-operative working relationships.
- Establish and maintain a culture of continuous improvement of business processes and systems that support the operations of the unit.
- Provide secretariat assistance to University committees and/or working parties as required.
- Other duties as directed by the Manager, Timetable Services, and Senior Manager, Examination and Timetable Services.

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 of 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 the Manager, Timetable Services.

SELECTION CRITERIA

- A degree with at least four (4) years subsequent relevant experience, or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
- High level organisational and administrative skills with the ability to work with limited direction; the ability to set and manage competing priorities whilst maintaining high levels of accuracy and attention to detail.
- Proven strategic thinking, analytical and problem solving skills including the ability to conceptualise, establish and implement new initiatives.
- Highly developed interpersonal communication, negotiation and conflict resolution skills to manage the expectations of multiple stakeholders, and maintain networks within and external to the University.
- Excellent written and oral communication, and presentation skills.
- High level competence in the use of a wide range of computer applications in a network environment, experience with databases and management information systems, and understanding of system functionality.
- Demonstrated experience in staff management in a high volume, service orientated environment, including the planning, organising, performance management and development of staff.
- Flexibility to work outside of normal hours and on Saturdays where required during peak periods.

Desirable

- Experience working with timetabling and class allocation systems in a tertiary education environment.
- Knowledge of the University of Queensland's academic, student and administrative policy and procedures, or the ability to rapidly acquire detailed knowledge.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the [University's Diversity and Inclusion webpage](#) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.