

Timetable Officer

HEP Level 6

POSITION NUMBER	G00977
ORGANISATIONAL UNIT	Student Services and Administration
POSITION REPORTS TO	Scheduling Services Coordinator
OVERALL PURPOSE	The overall purpose of the Timetable Officer is to be responsible for providing timetabling and room booking services to the University including the biannual preparation of the class timetable. The position works towards the articulation of all constraints operative on the creation of a class schedule in order to provide a balanced outcome; maximising the University's utilization of valuable teaching space without compromising the experience of staff and students. In support of this the Timetable Officer will also work on the preparation of data and reports to advise space planning, the configuration of classes for student allocation and the provision of room booking and timetable problem solving services via a Timetable Helpdesk
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> works closely with the Academic Colleges and TAFE. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> external clients as required
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle. The portfolio includes:

- ◆ Admissions
- ◆ Enrolments
- ◆ Fees
- ◆ Timetabling
- ◆ Systems Configuration
- ◆ Government Reporting

The **Central Timetable Unit** is responsible for the creation and maintenance of all teaching timetables across the university in partnership with the Colleges and TAFE. The team also manages the booking of teaching spaces for ad-hoc activities and supports the University's Space Planning area in coordinating the impact of building works and room utilisation reporting.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Prepare the full year College Class Timetable including; college liaison, data collection, constraint modelling on the timetable system, multiphase scheduling process, publication and processing change requests.
- ◆ Prepare classes for student allocation on the class allocation system (MyTimetable), including; class configuration on the timetable and class allocation systems, monitoring and reporting on capacity/demand, identifying and resolving (where possible) student clashes and reporting on allocation completion rates.
- ◆ Provide timetable reporting services as well as scenario modelling to assist Colleges and Space Planning in providing accommodation planning services for future requirements.
- ◆ Provide general room booking and timetabling support to University clients via a Timetable Helpdesk
- ◆ Work with the Facilities Capital Planning area to ensure that works affecting teaching space are planned so as to minimise disruption to teaching.
- ◆ Work with Digital and Campus Services to ensure that planned and emergency maintenance works are managed so as to minimise disruption to teaching.
- ◆ Assist in the preparation of timetabling activity reports for College clients including change summary, room utilisation and staff contact reports.
- ◆ Conduct regular physical audits of University facilities in order to ensure accuracy of inventory data for teaching space.
- ◆ Adhere to and cooperate with the OHS policies and procedures of the University.

TYPICAL/MAJOR CHALLENGES

- ◆ High level of judgement, initiative, independence and problem-solving skills required to manage the development of the College Class Timetable including, data collection, client liaison, modelling constraints on the timetable system, multiphase scheduling and processing of change requests.
- ◆ Prioritise tasks and refer more complex issues to senior management for advice or decision.
- ◆ Work collaboratively with senior management and staff and liaise with internal and external stakeholders.
- ◆ Operates within and operationalises University policies, procedures and guidelines.

LEVEL OF SUPERVISION

- ◆ Operates under general direction from the Scheduling Services Team Leader and may be required to supervise casual staff during the Teaching Space Audit performed once a year.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Knowledge and understanding of policies, regulations and procedures of relevant University and government departments relating to their area of responsibility.
- ◆ Understanding of roles of managers in their area and how the managers interact with other parts or the University, clients and partners.
- ◆ Knowledge and experience of MS Suite including Word PowerPoint and Excel.
- ◆ Aptitude or ability to work with relevant University systems and databases.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training equivalent to: a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in the use of timetabling and course scheduling applications especially in a complex data environment with a heavy level of interaction between systems.
3. Demonstrated ability to work with and understand academic programs and structures.
4. Demonstrated high level communication skills including experience in liaison with clients in order to provide information as well as to identify needs and solutions.
5. High level organisational skills including demonstrated ability to manage complex tasks with competing deadlines as well as to use initiative in order to enhance job results, avoid problems and create opportunities within a complex organisational environment.
6. Strong IT skills including proven ability to work with corporate databases, as well as demonstrated ability in the use of the MS Office package including Word, Excel and Outlook.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

1. Experience in working in a tertiary education environment.
2. Experience in the use of the Syllabus Plus Course Scheduler Software