



## Job Description

**Job Title:** Timetabling Officer

**Direct supervisor:** Director of Administration

**Department:** Administration

**Supervisees:** N/A

### **1. The basic purpose and primary objectives of this position are:**

- Oversight of CELCAT software, staff training and resources.
- Oversight of course registration and scheduling/timetabling process.
- Main liaison with faculty for teaching availability and teaching contracts.
- Design and manage bespoke academic timetables for individual students, adapting to changes throughout the academic year.
- Input and maintain scheduling data within CELCAT, ensuring accuracy across subjects, staffing, and rooming.
- Lead on liaising with partner institutions with regards to course registration.
- Collaborate with academic staff and partner institutions to ensure students' needs are fully reflected in their schedules.
- Monitor timetable clashes and managing timetable adjustments.
- Manage add/drop period and consulting students on best available options.
- Chair and prepare the data for teaching meetings each semester/student intake.
- Lead on external classroom/teaching space bookings, establishing dates and contracts with third party providers.
- Assist with aspects of strategy, delivery, development and planning within the Administration department.
- Assist with faculty development, feedback and training in collaboration with Director of Administration and Academic Team.
- Contribute actively to the agenda for any Administration Team meetings.

### **2. The *managerial* and *team-working* duties and responsibilities include:**

- Provide support in training of new members of staff.
- Initiate and contribute to discussions within FIE on problem-solving, ideas and innovations.
- Attend regular team and FIE-wide meetings and contribute accordingly.
- Participate in interdepartmental committees.



**3. The *developmental and research* duties and responsibilities include:**

- Contribute to ongoing development of administrative processes.
- Contribute to the continuing development of the Kensington Campus.
- Undertake relevant professional development opportunities and keep up to date with sector development and sector best practice.
- Ensure FIE website and related social media are up to date with information, instructions, and guidelines pertaining to relevant areas and contribute updates, news and articles to FIE website and newsletters.
- Develop and maintain CELCAT guides and instructional resources.
- Support the creation and update of forms, templates and other related documents.
- Represent FIE at conferences, US Partner Institutions, visit meetings and at other events as required in the role.
- Promote and support student charity fundraising, sustainability, diversity and other initiatives.

**4. The *operational, administrative and maintenance* duties and responsibilities on a routine, day to day basis include:**

- Communicate with FIE faculty on their teaching load and availability per semester.
- Issue faculty contracts for London, Amman, Spain and Dublin when necessary.
- Contribute to new faculty/course convenors inductions, training, development, and advising.
- Generate and manage Courses, Course Registration and Class List spreadsheets for each semester/year.
- Create and manage offline schedules/timetables for all programmes.
- Create and manage CELCAT timetable.
- Set up annual CELCAT cycle and manage CELCAT database.
- Manage student course registration on all programs.
- Communicate with students, partners, staff and visiting faculty on all timetable/scheduling and course registration related information and updates.
- Serve as a main point of contact for timetable related queries from staff, faculty, partners and students.
- Assist with the start of semester and end of semester preparation and communication with students and faculty.
- Maintain accurate records of students and programme data.
- Support Admin team on execution of all events and receptions in Foundation House.



- Share front office duties and responsibilities including but not limited to meeting and greeting visitors, coordinating incoming and outgoing post, deliveries and faxes, managing and directing telephone, face-to-face and email enquiries and providing classroom assistance.
- Participate in managing, reviewing, and organising student documents.
- Ensure all relevant publications, materials, subscriptions and memberships are up to date.
- Be familiar with FIE policies and procedures related to emergencies and implement them when required, monitoring and reporting all situations to the appropriate person(s).
- Assist with all aspects of program delivery as required.
- Other duties as assigned.

**5. The *client service and support* duties and responsibilities include:**

- Develop and maintain positive relationships with potential and current client universities, visiting faculty and FIE faculty.
- Participate in FIE events and client lunches and after-hours events.
- Provide support as needed to visitors, staff, faculty and student while they are using FIE office space, faculty lounge and classrooms.
- Liaise with US coordinators on a regular basis.
- Maintain a strong working relationship with all team members and third-party contractors.

**6. The main skills and qualifications required for this job are:**

- A minimum of a BA degree (or equivalent qualifications).
- Proven experience working in a UK and/or US higher education environment and an awareness of the challenges of being in a foreign country.
- Previous experience of working with in-house databases and timetabling software.
- Demonstrable efficiency, accuracy and attention to detail.
- Proven time management and organizational skills.
- A flexible approach with the ability to learn quickly.
- A friendly “can do” customer - relations disposition.
- A professional and personable outlook.
- Ability to be and work as part of a team (and an awareness of others even when not working directly with them).
- Ability to work under pressure and to meet set deadlines.



- Excellent interpersonal skills.
- Excellent written and verbal communication skills with a confident and welcoming manner.
- Experience of working in a busy office environment.
- Experience of working with students and/or in customer-service.
- Proficiency in Microsoft Office.