Griffith UNIVERSITY
Queensland, Australia

Position Description

Position Title	Timetabling Services Officer
Group/Portfolio	Deputy Vice Chancellor (Education) / Student & Academic Services
Classification	HEW 6
Position Number	TBC
Reports To	Manager, Timetabling Services
Employment Type	Fixed Term

1.0 Position Purpose

The Timetabling Services Officer reports through the Manager, Timetabling Services and is responsible for building strong client relationships with academic and other administrative staff in order to deliver high quality scheduling services and timetabling outcomes. The Timetabling Services Officer has autonomy within their role and uses complex and specialised systems to resolve problems and create optimal schedules for clients. They play a pivotal role in delivering class timetabling and room booking services for the University within University-agreed timeframes and ensuring these services are efficient and effective and are aligned with the University's policies and strategic goals. The Timetabling Services Officer proactively identifies ways to enhance, streamline and automate processes and seeks to improve the student and staff experience, and optimal use of the University's teaching spaces and facilities.

2.0 Eligibility Requirements

Completion of a degree with subsequent relevant experience in a tertiary student administration environment; or an equivalent combination of relevant experience and/or education/training.

3.0 Core Key Responsibilities

- Prioritise key tasks and negotiate with diverse groups to resolve complex timetabling, enrolment and room booking requests that support the University's strategic objectives and achieve positive student outcomes.
- Manage room bookings across all University campuses.
- Undertake timetabling processes for an Academic Group using complex systems with efficiency and accuracy, to ensure reliable, high quality and timely outcomes for client groups.
- Ensure the quality and integrity of collected program, course and class data across multiple systems to support rolled and rebuilt timetable models as required and to create classes for enrolment.
- Provide policy and procedural advice, training and support to academic and administrative staff in relation to timetabling and enrolment support processes and systems.
- Interrogate and analyse system outputs to optimise resource allocation and improve

the quality and efficiency of timetabling and room booking outcomes.

- Develop a detailed knowledge in the operation and use of complex systems used for timetabling processes, student enrolment functions and room bookings.
- Build effective professional relationships and facilitate effective communication both within Student & Academic Services and with clients, internal and external to the University.
- Proactively contribute to the continuous improvement and automation of processes and procedures managed by the Timetabling team and participate in and contribute towards Student Business Services projects as appropriate.
- Other duties as directed by the Manager, Timetabling Services.
- Promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our Capability Development Framework.