JOB DESCRIPTION

Senior Administrator Timetables

ROLE TITLE:	Senior Administrator Timetables
SECTION/DIVISION:	Academic Division, Student Experience, Timetables
REPORTS TO:	Manager, Timetables
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Provide proactive, effective and efficient teaching and examination timetabling, information maintenance and room booking administration services for a highly diverse stakeholder group of students, staff and external groups. Deliver timely, accurate, courteous and consistent advice, information and assistance across activities such as: room allocation, class steaming, programmes, specialisations and paper changes. The role is part of the Timetables team, flexibly providing administrative services across the University. A strong customer service focus is critical to success in this role.
ACCOUNTABILITIES:	Provide proactive co-ordination and timetabling administrative support for one or more client area. Be a key operational and administrative point of contact for academic and professional staff, committee members and external stakeholders. Anticipate stakeholders needs and deadlines, and liaise closely with Student Experience colleagues to support effective planning and prioritising of work. Analyse, respond and attend to enquiries in a professional and timely manner, providing accurate information. Take action to facilitate resolution and problem solving or refer as appropriate. Ensure enquiries are monitored and closed off. General activities include: creating teaching periods and subject timetable data structures; class streaming and demographic management; room allocation; receive and validate paper information; generate quotes; audit room attributes; process and co-ordinate confirmation and changes of timetables, bookings and streams; and produce accurate and comprehensive teaching timetables that enable the streaming of students to classes and allocating classes to rooms Undertake more complex teaching timetabling activities including: developing models of potential solutions to timetabling problems; test timetables against space availability; make manual adjustments to resolve allocation issues; liaise with designated academic programme or area(s); produce workable solutions to timetable clashes and teaching requirements; discuss viable options with departments, service units, and project teams; and develop forecasting statements for Academic Board new paper proposals. Perform more complex exam timetabling activities such as: data capture, manual manipulation and individualised timetabling for staff and student requirements whilst balancing objectives against examination guidelines and polices. General information maintenance activities include: collating, providing editorial oversight for, and entering detailed information relating to new, revised or deleted programmes, papers or specialisations; record cleansing and removal of inactive papers; attaching papers to programmes; undertaking quality checks and managing anomalies; and performing tasks associated with addressing duplicate

papers. Communicate details of changes to relevant stakeholders in an accurate and timely manner.

Perform more complex information maintenance activities such as: the provision of high-level advice and recommendations relating to programme and paper rules, regulations and academic proposals to department staff, review committees, divisional boards, senate boards and administrative groups that support senate groups; maintain data integrity; and produce workable solutions that meet academic, administrative, and system requirements through discussing viable options with boards and committees.

Work alongside Client Services and academic department staff to annually review and update information on all paper occurrences. Ensure all information is up-to-date to support enrolment, timetabling, procedures, enrolment guides, prospectuses, website and marketing material across all campuses. Ensure HTML mark-up is correctly formatted for use in eVision and the Content Management System. Review and revise practices and processes and undertake application and system monitoring to enhance effectiveness and efficiency.

Troubleshoot and act as a subject matter expert for the paper management component of eVision, including the delivery of workshops and development of training material.

Co-ordinate room booking requests from students, staff and external clients for pool teaching spaces and centrally managed facilities in a timely and customer focused manner; distribute, review and assess hire agreements and accompanying paperwork ensuring information is completed accurately; co-ordinate room requirements as applicable; and refer and/or provide advice on preferred suppliers.

Perform more complex booking activities such as: prepare and format detailed charging information for use in Finance One; assess and prioritise booking requests; evaluate and process waiver requests; scrutinise external bookings in accordance with delegation schedule and approve or escalate based on established criteria, including identifying potential reputational risks to the University.

Liaise and co-ordinate with Marketing Services to ensure timely and accurate information relating to rooms and schedules is provided for digital and printed material. Provide the Communications team with information on high profile bookings, including those with potential public or media interest.

Partner with staff regarding access to facilities, and scheduling of work to negotiate the best timing to limit interruption or disruption to student life, teaching, research, administrative or commercial activities.

Proactively review, analyse and audit information, data and processes; prepare analysis and reports ensuring comprehensiveness, accuracy and timeliness of service; and provide recommendations to support informed decision-making and planning. Liaise with stakeholders to ensure perspectives and information are accurately represented.

Develop and maintain an up-to-date knowledge of University and Government requirements, processes, programme structures and administrative regulations, policies and guidelines; and on international vocational, academic and professional skills and qualifications.

Use a variety of programmes to maintain accurate and up-to-date files, databases, records and information and upload documentation. Document complex matters or complaints to enable seamless follow up. Perform quality checks to ensure information is accurate for reporting.

Build and foster collaborative partnerships with the Academic Committees and Services Unit, to receive and contribute information regarding academic programme or service developments and reviews, and support knowledge sharing.

Actively contribute to developing, reviewing and improving work processes, procedures, policies and the student experience. Evaluate new application functionality or changes to existing application functionality; new products and systems and where appropriate, make recommendations for project related work, configurations, enhancements and procurement.

Proactively communicate and collaborate with Property Services, ITS, IT Support Services and other University colleagues to advise on room usage and requirements to assist with planning, prioritisation and scheduling of programmed and ad-hoc maintenance, equipment upgrades, adaptions and works projects.

Proactively build and maintain strong collaborative relationships with Student Experience and the broader Academic Division Colleagues, AskOtago, Property Services, custodial and security staff, event services, and IT colleagues, and academic and support service areas to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Understand and comply with privacy requirements and legislative obligations ensuring the confidentiality, privacy and integrity of information.

Perform first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal
Academic Committees and Boards
Associate Deans, Academic Heads and staff
Campus Development
Campus Watch
Chief Operating Officer
Communications Services
Distance Learning Office
External Engagement
IT Support Services
ITS
Liaison team
Marketing Services, in particular Content and Publications Unit and Events
Property Services
Recreation Services
Revenue Management/Student Finance
Shared Services staff
Strategy, Analytics and Reporting
Students and staff
Summer School and Continuing Education Office
University committees
University Union

External
Otago University Student Association (OUSA), in particular the Events team, Clubs and Societies staff
Executives from individual student Clubs and Societies
General public, including conference and event organisers
University Contractors, including custodial and trade staff

QUALIFICATIONS AND EXPERIENCE:

Essential
Recognised qualification appropriate to the role.
Proven experience working in a busy and/or complex administrative role or related services in a large or complex organisation.
Proven experience problem solving and using critical thinking.

	Strong analytical skills including the ability to analyse and interpret information and prepare written reports. Preferred Demonstrated experience with relevant applications in the portfolio or equivalent Experience of using Syllabus Plus or other enterprise-level timetabling solution an advantage.
TECHNICAL SKILLS AND KNOWLEDGE:	Essential Proficiency in the Microsoft suite of programmes, particularly Excel; well-developed keyboard and word-processing skills. Understanding of statistical and data analysis, data transformation and formatting Knowledge of information systems. Understanding of tertiary education academic program/course regulations and policies. Strong written communication. Proof-reading and editing skills. Preferred Knowledge and understanding of a student management system or a Customer Relationship Management (CRM) system. Experience of using eVision an advantage Knowledge of university and government regulations that relate to tertiary education programmes. Practical experience and understanding of HTML.
SPECIAL REQUIREMENTS:	Contribute as part of a network of staff to provide suitable coverage during periods of leave and peak period activities. Annual leave may not be approved from early to mid-July and 1 Dec to mid-March due to peak period activity. Staff must comply with the Public Records Act 2005 and the Privacy Act 2020 and are expected to complete training to understand and meet these requirements.
DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.
EQUITY AND DIVERSITY:	Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.
CAPABILITY FRAMEWORK:	

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

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ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
Communicate clearly, actively listen to others, and respond with respect	*Provide customer centric services in-line with the University's and organisational objectives*	*Collaborate with others and value their contribution*	*Gain consensus and commitment from others and resolve issues and conflicts*
INTERMEDIATE	INTERMEIDATE	FOUNDATIONAL	INTERMEIDATE
Focus on key points and speak using plain language Clearly explain and present ideas and arguments Display active listening and ask appropriate, respectful questions Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon	Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay accurately to customers Identify and respond quickly to customer needs Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers	Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond positively to others who need clarification or guidance on work activities Step in to help others when workloads are high Keep team and supervisor informed of work tasks	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

ENBLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
Achieve results through efficient use of resources and a commitment to quality outcomes	*Plan to achieve priority outcomes and respond flexibly to changing circumstances*	*Think, analyse and consider the broader context to develop practical solutions*	*Be responsible for own actions, adhere to legislation and policy and proactively address risk*
INTERMEIDATE	INTERMEDIATE	ADEPT	INTERMEIDATE
Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/work unit activities Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals Seek and apply specialist advice when required	Understand the team/work unit objectives and align operational activities accordingly Initiate and develop goals and team plans and use feedback to inform future planning Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary Ensure current work plans and activities are consistent with organisational change initiatives	Research and analyse information, identify interrelationships and make relevant evidence based recommendations Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Take responsibility for own actions and be accountable for the outcomes of others Understand delegations and act within authority levels Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
Be open and honest, prepared to express your views, and willing to accept and commit to change	*Be ethical and professional and act in keeping with the University's values*	*Show drive and motivation, a measured approach, and a commitment to learning*	*Show respect for diverse backgrounds, experience, and perspectives*
INTERMEIDATE	INTERMEDIATE	INTERMEIDATE	FOUNDATIONAL
Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues in an appropriate manner Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance Recognise and report misconduct and inappropriate behaviour	Be willing to develop and apply new skills and adapt existing skills to new situations Show commitment to achieving work goals effectively Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult	Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs Be open to the inputs of others Work to understand the perspectives of others

LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
Develop understanding and use of te reo Māori (Māori language)	*Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace*
INTERMEIDATE	FOUNDATIONAL
Demonstrate use of te reo Māori words and phrases in appropriate work place settings Has prepared and can communicate accurately own mihi if required in the work place context Take part in opportunities to practice and extend own language capability	Understand the University's Māori Strategic Framework and its relevance for own work Demonstrate some awareness of Māori customs, values and beliefs Has some knowledge of Te Tiriti o Waitangi Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi