Job Description

Position/Job Title:	**Timetabling Officer**
Reference:	**886**
Faculty/Professional Service:	**Academic Services**
Group/Section:	**Timetabling**
Location:	**Any University Location**
Normal hours per week:	**37 hours / 1 FTE** ***Note:*** *Flexibility will be required to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.*
Grade:	**4**
Accountable to:	**Timetabling Team Leader**
Responsible for:	**N/A**

Job Purpose

The Timetabling Officer will co-ordinate timetabling processes with academic faculty staff, ensuring the preparation,
allocation and delivery of annual individual student, staff, and room timetables are completed in an efficient and
effective manner, in line with agreed university requirements and processes. The role is expected to provide dedicated
support to several Schools and will work as part of the integrated Timetabling team.

Main Responsibilities

1. Effectively manage a set of tasks and responsibilities as appropriate to Timetabling team related functions within Academic Services:
    - Organise and manage the collection of timetabling data from academic colleagues.
    - Review and interpret the timetabling data, input it accurately into the University's timetabling system to allow scheduling of student and staff timetables. Proactively resolve timetable clashes through negotiation and discussion with academic staff.
    - Build and maintain effective relationships and communication with School and Faculty staff, to provide advice and support, promote best practice and continuous improvement for timetabling processes and outcomes.
    - Review student number planning to ensure appropriate student/module groups are included within scheduling and allocation processes.
    - To review and evaluate change requests and advise academic line managers of the potential impact on student and other timetables to inform Faculty decision-making. Implement approved changes according to BU policy and process.
    - Oversee the effective administration for the postponement process.
    - Work collaboratively with colleagues to develop, test and implement developments to timetabling process or systems.
2. Dealing with the administration relating to Timetabling team processes and procedures in line with university policy and regulation
3. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone

4. Utilising a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders
5. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring
6. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy
7. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits
8. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services

Contacts

Internal: Senior Academic staff, Academic Line Managers (HoS, AHoS) Faculty Academic Staff, Timetabling Team, Academic Services, Student Services, IT Services Central Operations Team

External: All other BU Stakeholders

Information Governance Responsibilities

Data User

i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

November 2026

Person Specification

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Reference:	**886**
Faculty/Professional Service:	**Academic Services**
Date:	**November 2026**

SELECTION CRITERIA	**E**ssential / **D**esirable
Knowledge (including experience & qualifications)	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Experience of timetabling in an educational setting	D
Evidenced ability to work accurately with data, with quality assurance & close attention to detail	E
Experience of maintaining spread sheet or database information	E
Experience of planning and managing your time to respond to customer queries within agreed timescales.	E
Experience of providing operational support and guidance for a variety of procedural issues	E
Experience of working in an academic environment with knowledge of a timetabling system.	D
Skills	
Excellent interpersonal skills, building effective relationships staff at all levels	E
Evidence of excellent IT skills and utilisation of Excel and other MS products.	E
Excellent team working skills.	E
Excellent organisational, planning and time management skills	E
Excellent written and verbal communication skills	E
Proven ability to work independently or as part of a team	E
Proven attention to detail and ability to check own and others work for accuracy.	E
Attributes	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students	E
Agile approach to work including a positive approach to learning and responding to feedback	E
Ability to work on own initiative and as part of a team	E
Ability to review and recommend changes to structures/systems	E
Ability to prioritise and work to tight deadlines	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement	E
Flexible approach to work including a willingness to adjust working hours according to service needs	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E