

JOB DESCRIPTION



Job Title: Timetabling and Room Booking Officer
Department: Division of Education
Faculty/Professional Service: Central Services
Location: London
Reports to: Timetabling and Room Booking Manager
Full Time/Part Time/Casual: Full-time
Grade: Grade 4
Overall Purpose of the job: The Timetabling and Room Booking Officer is responsible to the Timetabling and Room Booking Manager and plays a key role in supporting the school's timetabling and room booking functions. The postholder will have particular responsibility for one-off room bookings, room audits and timetabling for the School's Continuing Professional Development Short Courses programme. The postholder will support the Timetabling and Room Booking Manager with the wider School timetable, lecture capture and the development and implementation of effective online timetabling and room booking systems. The postholder will be expected to deputise in the absence of the Timetabling and Room Booking Manager.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies, and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education, and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity, and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To discover more about LSHTM please click [here](#).

Our Values

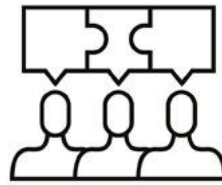
Our values establish how we aspire to achieve our mission both now and, in the future, - demonstrating what it means to work and study at LSHTM. To find out more please click [here](#).



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

About the School

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education, and translation of knowledge into policy and practice.

Founded in 1899 by Sir Patrick Manson, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. The school's multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists, and immunologists, and we work with partners worldwide to support the development of teaching and research capacity.

Research income has grown to over £85 million per year from national and international funding sources including the UK government, the European Commission, the Wellcome Trust and philanthropic sources.

Education programmes have grown to more than 1,000 London-based Master's and Research students, 2,900 studying Master's by distance learning and 1,000 on short courses and continuous professional development. We have also launched a series of free online courses, and more than 15,000 people registered on the first of these, Ebola in context. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies, and health services.

The School is highly ranked in various university league tables. It was named the world's leading research-focused graduate school in the Times Higher Education World Rankings in 2013. In 2014, it was ranked in the top 10 universities in the world for citation rate by the new EU-supported U-Multirank database, fourth in the world for impact in medical sciences by the Leiden Ranking and third in the world for social science and public health in the US News Best Global Universities Ranking. According to the results of the UK government's Research Excellence Framework, published in December 2014, the School was ranked second overall (after the Institute for Cancer Research) on the key measure of impact.

The Division of Education and Registry

The Division of Education and Registry is led by the Pro-Director (Learning & Teaching) and the Academic Registrar. The Pro-Director (Learning & Teaching) oversees the strategic direction and leadership of the Division and the Academic Registrar oversees all of the Division's professional support departments. The Division manages and supports the School's Taught Programmes and Research Degrees. It brings together teaching staff from the School's academic Faculties and dedicated administrative teams, jointly working to maximise the quality of teaching, learning and overall experience for all students at the school.

The Division currently comprises seven areas as follows:

- Careers
- Distance Education and Professional Development
- Quality Enhancement
- Registry
- Student Advice and Counselling
- Programme Administration Office
- Technology-Enhanced Learning

The school presents unrivalled opportunities for postgraduate study of the major disciplines related to public health and tropical medicine and seeks to offer challenge, choice, and student-centred learning. In accordance with the school's mission, the postgraduate teaching programme aims to contribute to an improvement in the health of individuals and populations, and to the advancement of medical and health sciences, both in the UK and internationally. The school is one of the autonomous colleges which form the federal University of London. On successful completion of their studies, students gain a University of London degree.

The school comprises three academic Faculties: Epidemiology and Population Health (EPH), Infectious and Tropical Diseases (ITD), and Public Health and Policy (PHP), which are responsible for developing and delivering the academic programmes. Administrative support for the school's taught and research programmes is provided by the School's Division of Education and Registry.

The school currently offers a range of taught master's degree programmes (19 London-based programmes, 6 distance learning programmes) and 3 research degrees (MPhil, PhD & DrPH), many of which can be studied on a full-time or part-time basis. In addition, a short study programme provides intensive advanced learning through a range of shorter continuing professional development courses. There is increasing emphasis on diversifying the methods of delivery (distance, e-learning) and on allowing students to mix these modes ('blended' learning).

The Programme Administration Office

Administrative support for the day-to-day delivery of London-based taught programmes is provided by the Programme Administration Office (PAO). The PAO provides a friendly, professional, customer-facing support service to students, staff, and external stakeholders.

The PAO is responsible for a number of areas including:

- the provision of teaching materials, including course and module handbooks, and course/module specific documentation
- updating information on the School's Virtual Learning Environment (Moodle)
- timetabling and allocation of teaching rooms
- arrangements for examinations and in-course assessments
- assisting with the organisation and support of School-wide activities such as orientation, module choice and graduation
- liaison with teaching staff, Registry, and the Distance Learning Office

The PAO is made up of five teams as follows:

- **Course Administration:** three teams which support the London-based MSc courses and modules for each of the school's three Faculties (EPH, ITD and PHP)
- **CPD/DrPH Course Administration:** a team which supports the School's Continuing Professional Development short courses and the taught elements of the school's research degree programmes
- **Timetabling and Room Booking:** a team which supports the school's timetabling and room booking functions

Job Purpose

The role will involve regular contact with students, School staff and external stakeholders in person, via telephone and through email and written communications. The postholder will need to manage complex timetabling and room requests, balancing competing demands whilst ensuring the optimal use of School space. The postholder will need to exercise tact, discretion, and confidentiality in the delivery of a professional, effective, and efficient customer-facing support service.

Head of the Programme Administration Office				
EPH Faculty (4 staff)	ITD Faculty (4 staff)	PHP Faculty (4 staff)	CPD Short Courses/DrPH (3 staff)	Timetabling & Room booking (2 staff)
1 Team Manager 3 Course Administrators	1 Team Manager 3 Course Administrators	1 Team Manager 3 Course Administrators	1 Team Manager 1 CPD Administrator 1 CPD & DrPH Administrator	1 Timetabling & Room Booking Manager 1 Timetabling & Room Booking Officer

Main Duties and Responsibilities
<p>1. <u>Customer Service and Advice</u></p> <p>1.1 Acting as a first point of contact for timetabling and room booking queries, providing a high level of customer service, and dealing with a wide range of enquiries from students, School staff and external stakeholders.</p> <p>1.2 Responding promptly and proactively to enquiries in person or by email, letter, and telephone, providing accurate advice or referring enquiries to the relevant person/department.</p> <p>1.3 Maintaining a good knowledge of School courses, modules, policies, and procedures in order to provide accurate and specialist advice on the timetabling and room booking functions to students, School staff and external stakeholders.</p> <p>2. <u>Timetabling and Room Bookings</u></p> <p>2.1 Assisting the Timetabling and Room Booking Manager in the compilation and publication of the teaching timetable for the school to ensure the most efficient use of space whilst meeting the needs of customers.</p> <p>2.2 Responsible for managing the timetabling and room booking requests for the School's Continuing professional development short courses in close liaison with the CPD Team in PAO and the Registry.</p>

- 2.3 Responsible for managing one-off room bookings for internal and external staff, liaising with the school's events team to support the school's compliance with its legal obligations under the Prevent Duty.
- 2.4 Liaising with course directors, module organisers and administrative staff to obtain timetabling and room booking information promptly and efficiently, checking requests for accuracy and omissions, taking appropriate action as required.
- 2.5 Ensuring that any potential room booking clashes or amendments are resolved promptly and as equitably as possible and in line with the school's timetabling and room booking policies, communicating these to staff and students in a timely manner.
- 2.6 Using problem solving and analytical skills to solve complex timetabling and room booking issues, balancing the needs of staff and students with the availability of rooms internally and externally.
- 2.7 Coordinating regular audits of room usage and efficiency, including operational management of the process, collating room audit data and the recruitment and supervision of temporary staff for this purpose as appropriate.
- 2.8 Providing accurate statistical information on room use to inform decision-making and advising the Timetabling and Room Booking Manager of any issues.
- 2.9 Assisting the Timetabling and Room Booking Manager with monitoring expenditure for courses and modules.
- 2.10 Assisting with the preparation for PAO-led School-wide events such as Orientation and the Module Fair.
- 2.11 Participate in working groups relating to the teaching programme and providing secretarial support to committees as and when required.
- 2.12 Maintain timetabling and room booking information on the school's website as appropriate.

3. Lecture Recordings

- 3.1 Assisting the Timetabling and Room Booking Manager with the programme of lecture recordings for teaching sessions, monitoring permissions from lecturers, and liaising with the School's Multimedia team as appropriate.

- 3.2 Advising course directors and module organisers on the School's Lecture Capture Policy to ensure that appropriate permissions are obtained from external speakers in a timely manner.

4. Timetabling Software

- 4.1 Operating the CELCAT room booking system for the School's teaching programme, including running automation to populate events with rooms.
- 4.2 Ensuring that data is recorded consistently and accurately in CELCAT with regards student numbers, courses and modules, staff constraints and other data required for the scheduling of the timetable.
- 4.3 Working closely with the Timetabling and Room Booking Manager and the School's IT department to develop CELCAT and online timetabling and room booking systems, testing, and implementing software developments for staff and students.
- 4.4 Working closely with the Timetabling and Room Booking Manager to develop and maintain user documentation for the School's timetabling and room booking software and providing appropriate training and support for staff as and when required.

5. Liaison with Other Staff/Departments

- 5.1 Liaising with appropriate staff in PAO, Registry and other departments within the School on all matters relating to timetabling and room booking for courses, modules CPD short courses and for one-off bookings.
- 5.2 Working collaboratively with all staff in Estates, Events, and IT to ensure the delivery of a joined-up approach to timetabling and room booking in order to deliver a comprehensive, customer-focused support service for students, School staff and external stakeholders.

6. Other Duties

- 6.1 Deputising for the Timetabling and Room Booking Manager as and when appropriate.
- 6.2 Keeping up to date with appropriate School policies, procedures and IT developments and attending training courses when required.
- 6.3 Undertaking any other duties commensurate with the grade of the post.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations, and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to undergraduate degree level (or equivalent relevant professional experience). 	E
Experience and Knowledge	<ul style="list-style-type: none"> Experience of working in an education setting with knowledge of timetabling and room booking functions. Knowledge of the challenges involved in providing an effective and efficient timetabling and room booking service in a large educational institution. Experience of providing effective solutions to complex problems, balancing competing viewpoints. Experience of working collaboratively as part of a team. Experience of effective record-keeping and the production of statistical information to improve processes. Experience of working in a customer-facing role with a range of stakeholders with diverse needs. Experience of using timetabling software system (i.e., Celcat, CMIS, Syllabus Plus etc.) Experience of supporting formal committees. Experience of working in a Higher Education setting. 	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 4 scale in the range £32,303 - £36,567 per annum (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.