



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Timetabling and Room Bookings Assistant, Programmes and Assessment Timetabling



Salary: Grade 4 (£19,612 - £22,417p.a. pro rata) (Part-time 28 hours per week).

Reference: SESSO1127

We will consider flexible working arrangements

Timetabling and Room Booking Assistant Programmes and Assessment Timetabling Student Education Service

Do you thrive on organising events and helping others? Do you have excellent interpersonal and communication skills? Can you work on your own initiative, plan ahead and manage your own workload?

Working with the Timetabling and Room Bookings management team you will support the delivery of a consistent, high quality, customer-service orientated timetabling and room booking service.

You will have particular responsibility for the large number of *ad hoc* central teaching room booking requests the service receives using the scheduling software Syllabus Plus. It requires you to be the first point of contact with customers (in particular, University staff) and with other services that support these teaching rooms. The role therefore requires a high level of professionalism and excellent interpersonal and communication skills.

Ideally you should have good computer skills, excellent interpersonal and organisational skills and work effectively under pressure. As you gain familiarity with the software you would be expected to accept increasing responsibility and be prepared to work on your own initiative so a wish to acquire new skills is a must.

What does the role entail?

As a Timetabling and Room Booking Assistant, your main duties will include:

- Processing central teaching room requests made *via* the web room booking system and identify and process *ad hoc* central teaching room requests made *via* email and telephone;
- Making changes to existing room bookings, as and when required, ensuring that all relevant parties are consulted, resolving room booking problems and queries with a high degree of diplomacy;
- Liaising directly with Facilities Support Services to arrange porter cover for evening and weekend room bookings;
- Working closely with the Timetabling Manager to determine whether room hire



charges should be levied for conference activities, completing and collating the necessary paperwork where these charges apply. Ensure room hire charges are applied and processed in a timely fashion;

- Preparing and collating information relating to portering overtime charges. Checking line reports and resolving any queries or inaccuracies;
- Using the University's internal finance system (SAP) to recharge costs associated with rooms hire and portering services;
- Providing advice to users of the central teaching space inventory (approximately 250 teaching rooms);
- Liaising with other key stakeholders involved in the supporting and booking of central teaching space and facilities (Estate Services, Facilities Support Services) and in the hiring of central teaching space (Conference and Events Office);
- Being the primary contact for Leeds University Union (LUU) room bookings;
- Updating web pages relating to the Timetabling and Room bookings services;
- Providing timetabling support to the central team and Faculty Timetabling officers, as required.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Student Education Service Assistant you will have:

- Excellent Communication Skills with an effective and professional manner to customers at all levels and developing strong customer relations;
- Excellent PC skills - including good experience using Outlook, Word and Excel;
- Commitment to providing high standards of service;
- Excellent organisational skills with the ability to juggle tasks and prioritise workloads;
- Ability to meet tight deadlines;
- Competency in handling difficult enquirers/situations with the ability to remain calm under pressure;
- Ability to pay attention to detail and work accurately;
- Ability to work as part of a team;
- Ability to demonstrate initiative.



You may also have:

- Knowledge of computerised timetabling software;
- Experience of working within Higher Education;
- An understanding of University academic processes and structures.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

David Dixon, Timetabling Manager

Tel: +44 (0)113 343 6572

Email: d.dixon@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position, however, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information.

