**Job Title:** Timetabling and Room Booking Manager  
**Department/Division/Faculty:** Faculty Education Office (FEO), Faculty of Medicine  
**Campus location:** South Kensington, with some travel to other sites.  
**Job Family/Level:** Professional Services, Level 4  
**Salary Range:** £46,762 - £56,526 per annum  
**Responsible to:** Head of Technology Enhanced Education  
**Contract type:** Full time, open ended

**Key Working Relationships (internal):**  
Teaching Facilities Manager, Faculty of Medicine academic and administrative staff, students, College Central Timetabling team (CTSO), ICT, Facilities Management, Staff in the Faculty Education Office (FEO).

**Line Management responsibility for:**  
Curriculum Review Timetabling Consultant SK PS4 (0.5)  
Curriculum Review Timetabling Officer PS 3B  
Timetabling and Room Booking Officer SK 3A  
Timetabling and Room Booking Assistant SK 2B

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**Background**

*Imperial College London’s Faculty of Medicine is one of the largest medical institutions in Europe. The Medical School accepts more than 300 medical and biomedical science students each year.*

The Faculty Education Office (FEO)  
- Supports the development and delivery of undergraduate and postgraduate medical education.  
- Provides professional knowledge and expertise in order to support policymaking and strategic planning for medical education.  
- Delivers the central administration for the co-ordination of the undergraduate Medicine and Medical Biosciences programmes and for postgraduate education, working closely with academic staff and departmental and Faculty administration.

The FEO has approximately 50 members of management/administrative staff divided into 8 teams, over three campuses (South Kensington, Charing Cross and Hammersmith); a student counter information service is provided on these sites. The teams support undergraduate and postgraduate education, covering a wide remit including organisation of the curriculum and assessments, co-ordination of learning resources and information systems, and production of management information. The FEO is also responsible for supporting quality assurance systems, student welfare and liaison, student admissions, foundation programmes for newly qualified doctors and the management of funding streams to support education. The FEO supports College and Faculty educational initiatives and projects, a recent one being the opening of a joint medical school in Singapore.

The School of Medicine has published an ambitious educational strategy for the future of undergraduate medicine over the next five years. The Faculty Education Office plays a central role in these exciting plans by supporting our academics and clinicians to deliver an outstanding medical and biomedical education. We coordinate the student journey from admission to graduation, providing first-line services to students, supporting strategy and policy development, financial management, communications, governance and quality. We take great pride in enhancing our student experience, satisfaction and welfare, increasing our National Student Survey results year-on-year. And since 2012 we have been accredited with the
Job Description

independent standard ‘Putting the Customer First’ in recognition of our outstanding customer service culture and delivery.

The Post

The Timetabling and Room Booking Manager is responsible for overseeing all aspects of the development, maintenance and delivery of teaching room-booking and timetables for undergraduate, postgraduate and short courses in the Faculty of Medicine (FoM). The post-holder will be expected to enhance the delivery of timetables to students and plan the upgrade of timetable technology to include auto scheduling. The post holder will work closely with the Central Timetabling Support Office (CTSO) and Operation Excellence (OE) room booking and space work streams to make improvements to policy and develop strategy to enhance the student experience.

The post holder is the Faculty’s key representative at the College’s Timetabling User group and contact for CAP (Commercial Asset Portfolio) for space sold during the summer and Easter vacations by Commercial Events.

Key Responsibilities

Timetabling and Room Booking

• Lead the delivery of professional, robust and modern timetabling and room booking services in the Faculty, providing specialist advice and expertise in the College’s timetabling system, CELCAT.
• Oversee the management of room-bookings for undergraduate and postgraduate courses across five campuses, 110 rooms, 250 Celcat courses and 17,000 room bookings per year.
• Oversee the production of the annual timetabling protocol for room allocation for all undergraduate and postgraduate courses in the Faculty, providing key dates for the timetabling planning window, documenting the process for requesting changes to bookings, working with the Teaching Facilities Manager to specify the process for capturing requirements for practical sessions, and detailing the process for checking room booking schedules and releasing unused space.
• Oversee the production of the annual room booking protocol for Conferences and Events, Charing Cross Library, ICSMU Clubs and Societies, and the St Mary's communication skills rooms.
• Oversee and roll out the production of student timetables in electronic calendars and on the Virtual Learning Environment using Celcat for undergraduate and postgraduate courses.
• Ensure relevant guidance and process are provided to the Programme Officer (BSc Medical Biosciences) for the production of student timetables from calendars for students on the course.
• Ensure the Faculty Education Office's Room Booking web pages are updated and maintained with pictures and descriptions of rooms/facilities (size, layout, audio visual equipment, etc.).
• Review, update and maintain policies on Room Booking and usage with the team and the Teaching Facilities Manager and with reference to the College’s Timetabling Policy.
• Oversee the annual rollover of FoM Celcat data, working in conjunction with ICT and CTSO.
• Develop and improve processes for timetabling and room booking within the Faculty in conjunction with CTSO.
• Oversee the production of the yearly School of Medicine course map and term dates, updating the yearly procedures document as required.
• Initiate and lead/contribute to ad hoc space projects, as required.
• Ensure a transparent and clear process for all stake holders booking space.
• Oversee the booking of space via the central Room booking log.
• Communicate, liaise and relationship-build with Internal Events to ensure a clear system for relevant College teams to book non-core teaching events.
• Represent the Faculty at the College Timetabling User Group and Timetabling Enhancements Group meetings.

College Space Sharing

• Build a strong and close relationship with the College’s Central Timetabling Support Office (CTSO)
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- Work in collaboration with CTSO towards aligning FoM timetabling with the College’s Academic Timetabling Policy.
- Liaise with CTSO and College initiatives (such as Operational Excellence) around space and room booking processes, taking part in the Timetabling User Group and workshops.
- Liaise, communicate and relationship-build with CTSO and other Faculties to support the drive to share College space ensuring transparency and clear processes are maintained.

Curriculum Review Timetabling
- Lead work on the Curriculum Review Timetabling Working Group to develop and implement a timetable in the Celcat for teaching and assessment for Phase 1 of the Curriculum Review.
- Oversee the next phases of the Curriculum Review Timetabling of the six-year MBBS undergraduate course in the School of Medicine.

Automation
- Review current timetabling procedures and practices and consider technological solutions for improvements.
- Liaise with CTSO to develop plans for using automation for timetabling where appropriate. This will require a phased approach, ensuring key staff are fully trained in automation.

Integration between Celcat and other systems
- Coordinate with stakeholders to ensure integration between Celcat and Banner, the student record system, ensuring code compatibility for 2021.
- Liaise as required with stakeholders regarding the integration of Sofia (the FoM Curriculum Mapping tool) and Celcat.

Teaching Space Refurbishments
- Coordinate with the Teaching Facilities Manager regarding requirements for minor and major refurbishments, the acquisition new teaching space, or the repurposing of existing teaching space.

Staff Management
- Manage and develop staff, ensuring that they receive appropriate training, particularly with regard to new systems, technology and health and safety.
- Supervise the work of reporting staff, ensuring appropriate cover during working hours, ensuring that duties are conducted appropriately, and an appropriate working environment is maintained, delegating additional tasks and projects as appropriate and ensuring fair allocation of work.

Continuous Improvement
- Use technology, processes and systems to support the administrative service.
- Contribute to the enhancement of the student experience.
- Keep own knowledge and skills up-to-date and develop abilities and competences through on the job training and exposure to a range of activities, learning from more senior/experienced colleagues, and contributing fully to the appraisal process.
- Identify areas where operational improvements could be introduced, and
- Contribute to the improvement of working practices across the FEO.

Other
- Undertake other duties appropriate to the grade as required by Managers.
- Observe and comply with all College policies and regulations, including the key policies and procedures on Confidentiality, Conflict of Interest, Data Protection, Equal Opportunities, Ethics related, External Interests, Financial Regulations, Health and Safety, Imperial Expectations (for new leaders, managers and supervisors), Information Technology, and Smoking.
- Undertake specific safety responsibilities relevant to individual roles, as set out on the College Health and Safety Structure and Responsibilities web page:
## Job Description

- Undertake Business Continuity responsibilities relevant to individual roles.

### Person Specification

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Essential (E)</th>
<th>Desirable (D)</th>
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<td>Candidates/post holders will be expected to demonstrate the following</td>
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### Education
- Degree level qualification or equivalent relevant experience.                | E             |
- A professional management qualification.                                      | D             |

### Experience
- Substantial experience of timetabling and room booking using a modern     | E             |
  timetabling system in a higher education setting.                             |
- Experience of staff management and/or supervision.                          | E             |
- Experience of timetable data modelling.                                     | D             |
- Experience of developing and/or managing computerised information systems/databases. | E       |

### Knowledge
- Competent in the use of IT: spreadsheets, databases, internet/email, word- | E             |
  processing and MS Office packages (Word, Excel, PowerPoint)                  |
- Expert user of Celcat or an equivalent timetabling software package         | E             |

### Skills & Abilities
- Ability to work to deadlines and under pressure                              | E             |
- Ability to manage projects from conception to completion and deliver results in a timely fashion and to a high standard | E         |
- Ability to undertake research, analyse information and make judgments and decisions based on the outcome | E         |
- Highly developed interpersonal skills, with the ability to deal pleasantly, confidently and effectively with a wide range of internal and external colleagues of all levels of seniority, in writing, face-to-face and on the phone. | E         |
- Effective analytical and problem-solving capability.                        | E             |
- Self-motivated, pro-active and enthusiastic, with the ability to identify problems and develop effective solutions. | E         |
- Proven ability to work both independently and as a team member.             | E             |
- Ability to deal with unforeseen problems and circumstances                  | E             |
- Excellent written and oral communication skills, including accurate grammar, spelling and punctuation. | E         |
- A highly methodical and accurate approach to work with exceptionally close attention to detail. | E         |
- Adaptability and flexibility.                                               | E             |

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow the 7 Imperial Expectations detailed below:

1) Champion a positive approach to change and opportunity
2) Communicate regularly and effectively within and across teams
3) Consider the thoughts and expectations of others
4) Deliver positive outcomes
5) Encourage inclusive participation and eliminate discrimination
6) Support and develop staff to optimise talent
7) Work in a planned and managed way

Employees are also required to comply with all College policies and regulations paying special attention to:

- Confidentiality
- Conflict of Interest
- Data Protection
- Equal Opportunities
- Financial Regulations
- Health and Safety
- Information Technology
- Smoking
- Private Engagements
- Register of Interests

They must also undertake specific training and assume responsibility for safety relevant to specific roles, as set out on the College Website Health and Safety Structure and Responsibilities page.