**UNIVERSITY OF**
**LEADING**
**THE WAY**
**WESTMINSTER**

<u>**Note**</u>**:** *This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.*

**Job Title:** **Departmental and Booking System Officer**

**Reports to:** **Business Operations Manager**, **Student and Academic Services (SAS)**

**Grade:** **NG4**

**PURPOSE:**

The postholder will take the responsibility for the maintenance of the student booking system (Engage) within SAS, provide guidance and advice to system users (colleagues and students) across all functionalities and investigate any problems to improve the customer experience and service delivery.

They will also have some responsibility for the coordination of departmental administrative matters and maintaining the SAS communications page; project support, event management, business continuity planning, colleague development events, office systems and other cross-departmental management activities.

**Principal Accountabilities:**

1. Provide support and guidance to all users of the student appointment booking system (Engage) and investigate and resolve any problems in liaison with other team colleagues, the system supplier and internal ISS support. This includes supporting the development of user guidance and training materials.

2. To manage and respond to the day to day enquiries in the shared mailboxes and delegate where appropriate, to the relevant teams, ensuring an excellent customer experience for our users.

3. To analyse data using the student appointment booking system to extract insights that support decision-making. This will include the creating and completion of monthly reports and developing and maintaining a portfolio of standard and bespoke management information reports for users across SAS. To ensure data is presented in a way that is clearly understood by a range of audiences.

4. To develop training and guidance materials on the operation of the platform and to deliver training sessions to colleague users to improve the student and researcher experience. This includes contributing to general colleague training and development programmes across a Directorate of circa 230+ colleagues.

5. To support the Business Operations Manager and wider team, with transferring the current Engage Appointment Booking System to a new platform in a time frame of approximately 18 months, including roll out to a wider user group outside of Student and Academic

Services.  To provide analysis where necessary of current system issues to feed into the development of the new system.

6.  To manage the maintenance and development of content on the SAS Communication intranet site to ensure that it is accurate, up to date and meets accessibility standards. This includes liaising with key senior colleagues from each department to provide the requested information and to publish news and events across SAS Department. This will include liaising with the Communications Officers to set up and create a communications plan for the department.

7.  To be responsible for departmental administration systems to standards set by the Business Operations Manager including (but not limited to), processing financial POs and invoices, setting up suppliers in the financial system, arranging ad hoc payments, and ordering office supplies.

8.  To support in the management and organisation of a diverse programme of events and projects within SAS; such as Welcome Events for new starters, Wellbeing Events, Annual Festive Events, ad hoc events, etc. This includes logistical organisation and management of departmental venues, booking rooms and arranging catering.

9.  To service meetings of different groups and committees including the preparation of agendas and papers, taking minutes, creating folders and ensuring follow-up actions are completed and reported. This includes managing accurate electronic storage of documents using SharePoint and use the platform to share and distribute confidential documents

10.  To manage organisational matters on behalf of the department including those relating to Safety, Health and Wellbeing, Information Systems and Support and Estates and Planning Services, reporting problems and concerns, and ensuring that information and actions are communicated and progressed as appropriate.

11.  To undertake any other duties within the postholder's competence as directed by the Operations Manager when required.

**CONTEXT**

Student and Academic Services (SAS) provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organised into six clusters;

-  Business Operations
-  Employability and Graduate Success
-  Learning and Archive Services
-  Research and Knowledge Exchange Office
-  Student Support and Residential Life

This is a new post to support the management of departmental administration and events management, and manage the student booking system (Engage) and the SAS intranet communications page. The postholder will be based within the Business Operations Team which brings together a variety of services in order to enable the smooth running of the department to enhance the student experience and support researchers and other colleagues.

The postholder will be responsible for analysing data using the Engage system to extract insights that support senior management decision-making and developing a portfolio of standard and bespoke management information reports for users across SAS. They will support the management of the student booking system (Engage) used by more than 40k students and 100 admin users and contribute to enhance the use of systems and management information.

The postholder will also develop training and guidance materials on the operation of the platform and deliver training to staff users to improve the student and researcher experience.

The post holder would be expected to work regularly across all University sites and be able to engage successfully with professional services, researchers and academic colleagues throughout the University.

Post holder should have a good understanding of individual Health and Safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

## DIMENSIONS

The postholder will work closely with the Business Operations Manager. They will have regular contact with other Professional Services Directors and senior managers, as well as senior academic colleagues and members of the University Executive Board. In this capacity the postholder will be a critical interface between SAS and other professional services directorates, the academic Colleges and the Student Union.

Post holder can be expected to be scheduled for work at any University site between the hours of 8 am and 6 pm. However, the role will be mainly based in Marylebone Campus. At certain busy times of the year, it may be necessary for the Business Operations Team to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these dates.

The Business Operations Team may be required to help support any SAS activity according to business needs, whether or not that activity forms a core part of the postholder's job description.

Key working relationships

- Director of SAS
- SAS Senior Leadership Team
- Relevant Professional Services and Senior Academics' Department/Office Coordinators and Personal Assistants and their line managers.
- Officers and staff of UWSU and other representative student groups
- VC's Office
- Finance
- Academic Registrar's Department
- Human Resources and Organisational, Development and Wellbeing
- Marketing, Communications and Development
- Information Systems and Support
- Estates and Planning Services
- Global, Recruitment and Admissions
- Strategy, Planning and Performance
- Key stakeholders at other universities and organisations
- Peer role holders within University of Westminster and beyond

**PERSON SPECIFICATION**

|  | Essential | Desirable |
|---|---|---|
| Qualifications | Educated to degree level or equivalent relevant experience | Professional IT or business administration qualification |
| Training and Experience | Administrative experience in a complex organisational environment | Experience of University administration |
|  | Experience of supporting in the management of a timetabling or a booking system in a large organisation and contributing to enhance the use of systems and management information. | Knowledge of how to supervise and embed change in the context of continuous system improvements |
|  | Experience of resolving customer queries satisfactorily, ideally those that may require guiding others in the use of a particular system. | Experience of working with budgets and/or using enterprise financial management applications e.g. Agresso |
|  | Experience of managing data and report management including interpreting and analysing data to inform decision making. |  |
|  | Experience of successfully presenting data to a range of audiences. |  |
|  | Experience of working with senior management and a diverse group of stakeholders | Advanced knowledge of Windows 10 |
|  | Experience of delivering training sessions and writing training materials to system users. |  |
|  | Significant experience of working with MS Outlook and Office in a business setting |  |
|  | Experience of building effective relationships with senior leaders/managers, using tact and diplomacy. |  |
|  | Experience of planning and organising own workload to ensure objectives and deadlines are met. |  |
|  | Experience supporting committee servicing and minute taking, including driving agendas and ownership of follow up actions. |  |
|  | Experience of dealing with highly sensitive and confidential information |  |
| Aptitudes and Abilities | High levels of personal initiative and ability to anticipate managers' needs and to respond | Good negotiation skills |

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| | pro-actively | |
| | Ability to reflect on and interpret user's needs in order to suggest appropriate systems improvements. | |
| | Interest in and empathy with our students and colleagues | A customer orientated approach to service and system delivery combined with proven responsiveness to user needs |
| | Ability to operate in a rapidly changing environment, to be positive about change | Ability to introduce new practices, concepts, ideas and improvements |
| | Skilled in working with complex spreadsheets and documents | Highly numerate |
| | Highly literate, with excellent written communication skills, skilled at writing minutes and correspondence on behalf of senior managers | |
| | Excellent verbal communication and inter-personal skills with the ability to investigate and resolve system queries in a logical and timely manner | |
| | Clarity of thought | |
| | Excellent organisational skills | |
| | The ability to deal professionally with a range of people within and outside the organisation | |
| | Good decision-making skills, especially in unexpected or time critical situations | |
| | The ability to plan a varied and heavy workload, prioritising accordingly and, where necessary, work calmly under pressure to meet deadlines | |
| | **Essential** | **Desirable** |
| **Personal attributes** | High level of credibility and confidence | |
| | Flexibility and enthusiastic about taking on new challenges and learning new skills | |
| | A clear and logical thinker who is able to organise and prioritise tasks effectively | |
| | Proactive, flexible and creative approach | |
| | Enthusiasm to work without close supervision. | |
| | Discrete, diplomatic and tactful | |
| | Commitment to principles of customer service | |
| | Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable. | |

*JD – Updated by Aitor Gonzalo 28/05/2021 - reviewed on 28/04/2022*