



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Senior Scheduling Specialist
Reports to:	Scheduling Manager
Location:	London Rosebury Avenue
Department:	QAHE Operations

2. ABOUT THE ROLE	
What you'll be doing?	Assist the Head of Scheduling and Scheduling manager to efficiently manage the teaching and room resources to deliver high levels of utilisation across all areas. Support the planning of lecturers and room schedules for Degree Apprenticeship and working closely with the academic and operations teams to ensure all scheduling requirements are fulfilled.
Key Responsibilities	<ul style="list-style-type: none"> • Management of Degree Apprenticeship schedules • Creating and scheduling the events for the above programmes on the in-house system • Coordinating with academic staff for lecturer allocation • Room allocation • Monitoring and maintaining schedules throughout each semester • Assist in ensuring adequate cover is provided for Instructor sickness and holiday requests. • Maintaining in-house system with up-to-date information i.e. room changes. • Approval of timesheets for monthly payroll for academic team • Provide ad-hoc support to other Scheduling areas when required. • To maintain a good working relationship with the Operations team and all other departments. • Build and maintain relationships with Academics

<p>KPIs & SLAs</p>	<ul style="list-style-type: none"> • Team Working – co-operating with and respecting colleagues to exceed the sum of individual performance. • Communication – the ability to listen, express and articulate information effectively. • Internal Customer Service – meeting the requirements of our customers and presenting a professional image and can-do attitude. • Commercial Awareness – understand the business sufficiently to facilitate streamlined processes and meaningful reporting. • Innovation & Continuous Improvement – constantly seeking to improve the way business is done through analysis, creativity, problem solving and changing initiative. • Results Focused – getting the job done in an efficient way through effective time and task management. •
<p>Key Working Relationships</p>	<p>Head of Scheduling and Resource, Scheduling Manager, Director of Degree Apprenticeships, Dean of Faculty, Head of Academic services, Programme Leaders</p>

3. ABOUT YOU

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Logical thinker who is willing to own and solve problems with the determination to find solutions. • Extremely pro-active. • Clear communication is a must as you will be dealing with multiple courses across various partners • Must have excellent organisational and planning skills with the ability to prioritise workloads, work methodically, accurately and effectively under pressure while maintaining a positive attitude. • Flexible and adaptable to change. • Must be able to remain calm at all times. • Thorough and detailed orientated. • Listens to and follows instructions to the highest level of accuracy.
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	<ul style="list-style-type: none"> •Unafraid to ask questions.
Your Knowledge	<p>Experience of working in Higher Education - Ideal but not essential</p> <p>Experience of working in an environment that is subject to change.</p> <ul style="list-style-type: none"> • Experience working within a scheduling or timetabling or planning environment desirable
Your Qualifications	<p>DBS Check required</p> <p>Knowledge of Microsoft Office Applications</p>
What you'll bring to QA	<ul style="list-style-type: none"> •Able to make decisions and be accountable/responsible for them. •Experience of working with Office Applications, Excel in particular
<h4>4. ABOUT QA</h4>	
About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
We promise to be	<p>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards.

	<ul style="list-style-type: none"> ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you - our learners and our customers - to earn your trust. ○ We connect a solution to your problem - we have tonnes of different services to help you. ○ We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change - and support it. ○ We challenge ourselves to use the latest technologies and methods - no matter how out there. ○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.
<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) - with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme