

JOB DESCRIPTION

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| Job Title | Senior Coordinator (Timetabling) | | |
| Reports to | Space Management Manager | | |
| Department | Campus Services and Development | | |
| Job Family | Business Services | Level | 3 |

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The School's Space Management team is a key team within the Estates and Campus Services departments. The team provides an excellent service in effectively managing all bookable space (teaching, hospitality and event space) across campus. Apart from bookable space, the team also ensures the timely allocation of all office space across the School adhering to and upholding the School's space policies. The team are knowledgeable experts and advise the wider School community on all matters relating to these key services.

Job Purpose

The main activities of the team are:

- To ensure the accurate and timely coordination of all taught activity timetables for Degree Programmes, Executive Education and Research programmes.
- To proactively manage space and optimise space bookings within the School for all teaching and function/event space related needs.

- To provide information about teaching and events to the relevant internal departments who are responsible for providing support services (IT, audio-visual, catering, cleaning, maintenance, porters and room stewards).
- To ensure all space needs for the business are met and a constant programme of forward-planning exists to advise line management of operational trends that could adversely impact future space plans and projects.
- To ensure the efficient planning and execution of all planned office moves.
- Proactive engagement with stakeholders from across the School community to improve both the service offering and the quality of service to all customers.
- Actively contribute in developing the School's short, medium and long-term strategy for the most effective space management practices.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

- Be a senior knowledgeable member of the Space Management team ensuring that all space requests are responded to in a timely and professional manner demonstrating excellent customer service awareness.
- To support all Executive Education programmes by ensuring that programme space needs are met and delivered. Space needs include both teaching spaces as well as catering and function spaces required for the successful delivery of programmes.
- To oversee and manage the accurate and timely coordination of space for Degree, Executive Education programme timetables and School Events – working in close collaboration with the Degree Education Central Services team and Executive Education colleagues responsible for their department's teaching planning as well the Events Team and Career Centre colleagues.
- Identify space concerns and issues arising from programme and event requirements and escalate these issues in a timely manner to senior managers and heads of department as appropriate. Be able to suggest potential solutions when issues are identified.
- To assist with general room bookings and other routine tasks required of the team as and when required.
- To train on and support the adoption and use of the new Facilities Management System that will be used extensively by all teams to support operational effectiveness of the School's multi-site services.

Scheduling of all Executive Education Programme Teaching and Hospitality Space

- In collaboration with the Executive Education Resourcing team manage the annual scheduling cycle for Executive Education Open & Custom Management Development (CMD) programmes portfolio by ensuring all space needs are timetabled and entered into the School's timetabling system, CMIS.
- Responsibility for ensuring all look ahead planning meetings with Executive Education programme managers take place and that they are competently chaired by the post holder or another suitably briefed member of the Space Management team
- Responsibility for chairing regular planning meetings with both Degree Education (DECC) and Executive Education (EE) programme managers as required
- Responsibility for managing and overseeing all bookings for hospitality spaces required to support teaching and other strategic events
- Ensuring accurate programme space exports are generated and communicated to relevant programme managers in a timely manner

- Managing and resolving space issues as they arise ensuring the best solutions are found to meet all stakeholder needs
- Escalate appropriately and in a timely manner, timetabling clashes, conflicts and issues to line manager and/or Head of Space Management
- Ensure the Space Management service mailbox is efficiently managed and all emails responded to in a professional and courteous manner exemplifying excellent customer service

Oversee and manage the timely coordination of space for Degree Programmes, Executive Education and School Events

- Responsibility for managing and overseeing the cross departmental coordination of all stakeholder space needs (Degree Education, Executive Education, Strategic Events and other depts.) whilst ensuring that space is continually and expertly managed by the Space Management team
- Chair regular 'Timetabling and Scheduling meetings' with stakeholders departments and ensure all actions are followed up in a timely fashion so as not to compromise the Space Management service
- Chair space meetings as and when required to manage space conflicts/issues for key School events e.g. MBA Admits, Alumni Reunion, Congregation and Tattoo. Ensure all identified actions are assigned owners and followed up in a timely fashion so as not to compromise the service or School operations
- In conjunction with the line manager to manage and resolve space issues as they arise ensuring the best solutions are found to meet all stakeholder needs

General Room Bookings/Task Support

- To assist with general enquiries for space use requests received by Space Management
- To participate in the rota for the completion of the regular daily and weekly tasks for which the Space Management team are responsible
- Joint responsibility for updating the numerous Space Management outputs for use by service teams and information disseminated to the wider School community
- Mentor and train other colleagues in the Space Management team in relation to timetabling and scheduling to develop cross-functional skills in the wider team
- To actively participate in the introduction and use of the department's new Facilities management system (Concept Evolution) in conjunction with the School's timetabling system to support effective service delivery across the team and wider department
- Undertake space related projects and tasks as assigned by line manager

Collaboration

- To deputise for the Space Management Manager as the School's scheduling and timetabling expert.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

KPIs:

- Delivery of high-quality Space Management service to all stakeholder groups.
- Contribution to cross-School compliance with regulations and legislation.
- Production of high-quality reports, with the identification of trends and issues.

- Strong cross-team working relationships with key stakeholders.
- Timely delivery of the annual roomed timetable for all stakeholders.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in the areas of space management and scheduling of activities across the School.
- Development and training of team members and key stakeholders in order to develop collective knowledge across business units to improve service delivery.

| Knowledge/Qualifications/Skills/Experience required |
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| <ul style="list-style-type: none"> • Bachelor's degree or equivalent experience. • Experience of using scheduling and timetabling software, e.g. Facility CMIS, Celcat or Syllabus+. • Experience of space planning and use of associated planning software, e.g. AutoCAD. • Excellent analytical and problem solving skills. • Ability to manage multiple internal and external stakeholders. • Good communication skills and the ability to break down technical issues and explain them in layman's terms. • Excellent organisational skills and meticulous attention to detail. • Positive experience of working within a customer-services orientated environment. • Experience of space planning/delivery management in education or commercial environments. |

| Resources including team management |
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| N/A |

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| Staff | N/A |
| Budgets | N/A |
| Date Updated | 4 August 2022 |