

Study Support and Skills Adviser - Student Services - Grade G

Job Description

Purpose

The purpose of the role is to provide study skills to support students to enhance their academic performance on a 1:1 or group basis. The post holder will lead the design, delivery and evaluation of projects to promote student achievement as part of our institutional Student Opportunity and Success strategy and APP commitments and targets.

Duties

1. To plan, facilitate and deliver a programme of academic and study skills workshops and online resources to enable students to more effectively engage, progress and complete their programmes of study.
2. To provide an inclusive service of group tutorials and one to one academic skills and guidance to undergraduate students on campus (in-person and online).
3. To work with schools and key services such as Centre for Collaborative Learning, to identify student need and provide drop-in support, and 1-1 sessions.
4. To engage with course teams to explore the support that their students need and develop course-specific interventions.
5. To consult and partner with students to understand their experience and identify and deliver improvements to improve student experience.
6. To develop student achievement provision that incorporates sector best practice and reflects student feedback themes in the National Student Survey and internal university feedback channels.
7. To use internal data sets including tableau dashboards to understand the University's student demographic, and to recognise data trends to assist colleagues across the University in identifying areas where action is required against our Access and Participation Plan targets.
8. To support the wider development of Student Achievement Services to create an environment where all students have the greatest chance of succeeding in their studies and progressing into graduate employment.
9. Represent the University internally and externally, contribute professional expertise to regional and national networks and develop and maintain relationships with other HEIs and external agencies.
10. Undertake any other duties commensurate with the role and grade as determined by the line manager.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of delivering academic guidance and support to individuals or groups with an understanding of the challenges and barriers faced by different groups of students, particularly those who are under-represented in higher education (Application/Interview).
- Good Honours degree or equivalent experiential learning (Application).
- Excellent presentation, academic writing, and numeracy skills (Application/Interview).
- Effective one-to-one advisory skills, with the ability to deliver well planned and engaging sessions to groups of students (Application/Interview).
- Ability to relate to and understand the needs of a wide range of students and a flexible, innovative approach to learner development (Application/Interview).
- Strong communication skills, both verbal and written, are essential to explain complex concepts, provide constructive feedback, and maintain effective communication with students (Application/Interview).
- Self-motivated, with a proven ability to work unsupervised and exercise judgement and initiative (Application/Interview).
- Ability to demonstrate respect for, build trust with and support engagement from students with diverse needs and values (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Experience of delivering learning development sessions/academic advisory/support to students at an institution of higher or further education (or equivalent) (Application/Interview).
- Experience of delivering academic support to meet the needs of foundation students (Application/Interview).
- Experience of delivering initiatives which improve the student experience (Application/Interview).
- Qualification in teaching or related discipline (Application).
- Post graduate qualification in education or related discipline (Application).
- Teaching English as a foreign language qualification - TESOL/ CELTA or equivalent (Application).
- Evidence of professional development (Application/Interview).
- Excellent IT skills - some sessions may be conducted online, familiarity with relevant online teaching tools and platforms is beneficial (Application/Interview).

- Experience of supporting disabled and neurodiverse students (Application/Interview).