

Job Description

Purpose

To provide numeracy study skills to support students to enhance their academic performance on an individual, drop-in or group basis, using innovative methods to deliver engaging and impactful sessions, with a focus on improving student retention, completion, degree attainment and graduate outcomes.

To lead the design, delivery and evaluation of projects to promote student achievement as part of the University's Student Opportunity and Success strategy and APP commitments and targets.

Duties

1. To plan, deliver and evaluate a programme of individual and group numeracy academic and study skills activities and online resources to enable students to effectively engage, progress and complete their programmes of study.
2. To provide an inclusive service of group tutorials and individual academic skills guidance to students on campus (in-person and online).
3. To work with Schools and Services, including the Centre for Collaborative Learning, to identify student need and provide drop-in support and individual 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 to identify and deliver improvements to improve the student experience.
6. To develop a 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 produce evaluation reports and keep accurate records and data of activities to inform improvements, student support and evaluation. Use internal data and systems to understand the University's student demographic and identify student groups where action is required to improve student achievement.
8. To actively identify and implement opportunities to use artificial intelligence and digital tools to enhance personalisation and create an outstanding educational experience for students.

9. 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.
10. To support Service wide provision and institutional activities such as Open Days, Clearing and Graduation.
11. To maintain high levels of continuous professional development, engage in regional and national networks and develop and maintain relationships with other HEIs and external agencies.
12. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
13. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of delivering numeracy guidance and academic support to individuals and groups, both online and face to face (Application/Interview).
- Recent experience of delivering academic guidance 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).
- Undergraduate degree in a related discipline or equivalent experiential learning (Application).
- Strong mathematical and numerical reasoning skills (Application/Interview).
- Effective individual 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 (Application/Interview).
- Strong communication skills, both verbal and written, with the ability to explain complex concepts, provide constructive feedback, and maintain effective communication with students (Application/Interview).
- Flexible, innovative approach to learner development and to meet the demands of a rapidly changing educational environment (Application/Interview).
- Self-motivated, with a proven ability to work unsupervised and exercise judgement and initiative (Application/Interview).

- Excellent IT skills, with familiarity with student engagement tools and platforms (Application/Interview).
- Ability to demonstrate respect, build trust with, and support engagement from students with diverse needs (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 and/or academic advisory or support to students in a further or higher education setting (Application/Interview).
- Experience of delivering initiatives to improve the student experience (Application/Interview).
- Teaching qualification (Application).
- Postgraduate qualification in a relevant field (Application).
- Evidence of professional development (Application/Interview).