

Study Support and Skills Adviser – Student Achievement Services – Grade G

Job Description

Purpose

The purpose of the role is to provide study skills to support students at our Westlakes Campus to enhance their academic performance on an individual, drop-in or group basis. You will have the ability to motivate students to develop their skills and to reach their full potential. You should have the passion and empathy to support the diverse range of students at the University, ensuring the services you provide are inclusive and accessible. You will use innovative methods to deliver engaging and impactful sessions with a focus on improving student retention, completion, degree attainment and graduate outcomes. You 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, deliver and evaluate a programme of individual and group academic and study skills activities and online resources to enable students studying at our Westlakes Campus to more 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) to deliver academic confidence and literacy.
3. To work with schools and key services such as 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 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 produce evaluation reports and keep accurate records and data of activities to inform improvements, student support and evaluation. In addition, to 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 guidance and academic support to individuals and groups online and face to face (Application/Interview).
- Recent experience of delivering academic guidance and 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).
- Undergraduate degree or equivalent experiential learning (Application).
- Excellent presentation, academic writing and numeracy 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 from, build trust with, and support engagement from students with diverse needs and values (Application/Interview).
- Commitment to developing an inclusive offering that is accessible and equitable for students regardless of ethnicity, gender, disability, sexual orientation etc. (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 in a FE or HE setting (Application/Interview).
- Experience of delivering academic support to meet the needs of foundation students (Application/Interview).
- Experience of delivering initiatives which improved 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 – TESOL/CELTA or equivalent (Application).
- Evidence of professional development (Application/Interview).