



Candidate Information

Position: Student Learning and Development Service Manager
School/Department: Educational and Skills Development
Reference: 23/110632
Salary: £43,414 - £53,353 per annum
Anticipated Interview Date: Thursday 2 March 2023

JOB PURPOSE:

The Student Learning Development Service Manager will lead and manage a broad portfolio of responsibilities relevant to academic and skills programmes. The postholder will be responsible for leading on the design and delivery of student academic and skills provision in support of the Education work stream of Strategy 2030, to create healthy and successful learners. The postholder will lead and manage a team of professional educators in delivering creative and engaging programmes, workshops and one to one advice sessions both centrally and embedded within academic programmes.

MAJOR DUTIES:

1. Using specialist and professional expertise, lead on the design, development, delivery and review of academic and skills programmes – co-created with colleagues from the academic community and delivered in innovative ways to support the student learning experience.
2. Lead, direct and develop a team of professional educators to ensure the provision of an optimal Student Learning Development Service including setting objectives and ensuring team members are proactively supported, managed and developed. Ensure all activities are managed and delivered within agreed aims, objectives and procedures.
3. Strategic and operational management. Support, develop and implement the University's Student Learning Development Strategy and implementation plan by formulating and delivering effective activities. This includes ensuring successful delivery of programmes in the form of workshops, digital content, embedded modules on programmes, one to one advice sessions and other activities.
4. To take the institutional lead in the design, delivery and review of the Personal Tutoring scheme, creating and leading a community of practice for those undertaking the role, providing regular training and support material as well as acting as a key point of contact for staff undertaking this role in Schools.
5. To take the institutional lead in the design delivery and review of the student Peer Mentoring Scheme. Drawing on support from the Student Wellbeing Service, the Student Experience Team, and staff within the Learning Development Service oversee the delivery of the training to students in Schools on a cyclical basis.
6. To play a lead role in supporting student transition into third level education which could include, though is not exclusive to, developing specific transition support material, participating in pre entry workshops for cohorts of students, and participating in the work of the Widening Participation Unit as they seek to support students from WP background into higher education.
7. To play a lead role in identifying, developing and implementing initiatives and projects especially in relation to student retention and progression and skills development.
8. Using engagement data, continually work to ensure that programmes are reaching students most vulnerable to academic failure or non progression including international students, students with disabilities and those from a widening participation background.
9. Build effective and collaborative relationships with relevant stakeholders and University staff. To represent and promote the Learning Development Service at both internal and external meetings providing professional input and expertise in support of the promotion and integration of academic skills support for students. Examples include playing a key role in support of the Assessment Support Framework.
10. To attend and participate in relevant professional sector networks ensuring that best practice in student academic and skills development is being continually embedded in the work of the Learning Development Service.

11. Work closely with the Centre for Educational Development, Academic Affairs, the Graduate School and the Student Disability and Wellbeing Service to ensure that student wellbeing is embedded at the heart of service delivery, taking a whole University approach to student mental health and wellbeing.
12. To participate actively as member of the DASA Senior Management team, working collaboratively with colleagues and Head of Services across the Directorate to ensure that the Learning Development Service is working to support Strategy 2030 and the Directorate Key Objectives.
13. Any other duties as required and which are commensurate with the grade and role including at times deputising for the Head of Academic and Student Affairs.

ESSENTIAL CRITERIA:

1. *A degree (or equivalent).
2. In the event that you do not meet this criteria, the University will also accept the following which has been deemed equivalent.
3. Substantial relevant experience in a directly relevant role.
4. *A minimum of 4 years' relevant professional experience in a directly relevant role to include:
 - Experience of leading, managing, and motivating a team of professional staff including managing performance and objective setting.
5. *Substantial experience delivering a diverse range of programmes and services to customers.
6. *Experience of evaluating services to demonstrate impact, and of making the associated business case.
7. *Experience and track record in project management.
8. *Experience in the production and analysis of information to inform complex management decisions.
9. Excellent IT skills, including confident and proficient use of the Microsoft Office suite.
10. Demonstrable understanding of the current issues, trends and challenges facing students and the HE sector.
11. Excellent communication and interpersonal skills with the ability to communicate goals and engage and motivate others and achieve buy-in.
12. Ability to lead, develop, mentor, train and supervise others.
13. Well developed analytical and problem-solving capability and a keen interest and proven ability to innovate in their work.
14. Ability to act as a role model and lead by example in accordance with the Core values of the University – Integrity, Connected, Ambition, Respect, Excellence.
15. Capacity to work flexibly to meet the requirements of the post.

DESIRABLE CRITERIA:

1. A relevant postgraduate professional qualification (or equivalent).
2. Experience of leading a similar service in Higher or Further Education.