



## Candidate Information

<b>Position:</b>	Learning Development and Support Officer
<b>School/Department:</b>	School of Medicine, Dentistry and Biomedical Sciences
<b>Reference:</b>	23/111115
<b>Closing Date:</b>	Tuesday 15 August 2023
<b>Salary:</b>	£36,333 - £43,155 per annum
<b>Anticipated Interview Date:</b>	Monday 28 August 2023
<b>Duration:</b>	Fixed term available for 24 months

### JOB PURPOSE:

The Centre for Biomedical Sciences Education (CBMSE) is committed to supporting all our students to achieve their full potential. The Learning Development and Support Officer will play a key role in reviewing, developing and delivering enhancement activities for undergraduate students with a focus on academic outcomes including progression and retention and student wellbeing and belonging. The Learning Development and Support Officer will support students through one-to-one meetings and the delivery of workshops and activities, including social events. The work will contribute to our strategic aim to improve student engagement and the overall student learning experience. This is a busy and varied role which requires the holder to be in regular communication with students. The post is for 2 years initially.

### MAJOR DUTIES:

1. Meet with students individually and collectively to understand, explore and respond to their issues.
2. Develop and deliver appropriate academic study skills support e.g. assessment and examination preparation through small-group and workshop sessions.
3. Work alongside academic staff to research and develop novel approaches and resources to support student academic attainment.
4. Be the first point of contact for students seeking support: triage queries and signpost students to CBMSE and University specialist support services as appropriate.
5. Provide specialist, professional advice on student learning, support, wellbeing and careers and prepare and disseminate a range of information and guidance materials.
6. Run workshops and events, including social events, for students and staff.
7. Work with colleagues by helping with general contact, follow up with students and preparing documentation.
8. Review and appraise CBMSE's existing student support arrangements and processes to ensure that students are receiving reliable, accurate and complete information.
9. Collect, analyse and monitor data on student engagement through a range of available data to identify students who may require additional support at an early stage.
10. Present reports, statistics and results to inform decision making and pedagogical research within the Centre.
11. Based on data, research and develop proactive early intervention and best practice initiatives for positive behaviours with a view to improving academic outcomes and student wellbeing.
12. Disseminate best practice initiatives with University-wide staff as appropriate and input into related pedagogical research.
13. Develop and maintain administrative systems for collecting, handling and analysing the multiple sources of data relating to student support whilst also enhancing relevant quality assurance standards in keeping with University policies.
14. Collect and review feedback from students and staff as part of a continuous improvement plan.
15. Maintain a working knowledge and understanding of University policies, procedures and regulations which are relevant to students.
16. Undertake other duties of a similar nature as may be reasonably required by the line manager.

### ESSENTIAL CRITERIA:

1. A Primary Degree (or equivalent e.g. HND, NVQ level 4) together with a minimum of 3 years' experience providing advice and guidance to students in support of their wellbeing and/or academic progression OR a minimum of 5 years' relevant experience in a dedicated student advisory or student wellbeing role. In either case the experience must be in a student-facing role.
2. Demonstrated relevant experience to include:
  - Interpreting guidance and developing processes and setting up new/revised systems.
  - Creating content and resources to support student wellbeing and/or academic progression.
  - Use of resources to impart academic or transferrable skills to students.
  - Proven team working ability.
  - Successful completion (with evidence) of complex tasks or projects (on budget and on time).
3. Comprehensive knowledge and experience of education policies, procedures and regulations relating to student support.
4. Familiarity with IT-based approaches to managing records along with highly developed analytical skills. Ability to understand/interpret data and requirements from a range of sources. Ability to use data and spreadsheets to spot trends, pre-empt issues and inform decision making and solution development.
5. IT literacy and up-to-date knowledge of relevant computer packages, and ability to rapidly develop competence using a variety of University information systems etc.
6. Ability to contribute to relevant pedagogical research in CBMSE to inform best practice. Ability to interpret and apply complex information (i.e. University regulations).
7. Excellent organisational and time management skills, with previous experience of identifying and managing resources and small budgets, and managing own workload.
8. Excellent interpersonal and communication skills with ability to communicate complex information clearly to students, academic colleagues and others.
9. Experience of developing reports presenting information both verbally and in written format.
10. Ability to interact confidently and professionally and build effective working relationships with students and colleagues from across the University.
11. Proven ability to provide leadership and direction to other colleagues and to work under minimal supervision and use initiative and judgement to resolve daily problems.
12. Committed to high professional standards and continuous service improvement.
13. Due to the nature of this role, the Learning Development and Support Officer will be required to have substantive presence on campus and the willingness to work flexible hours to accommodate student needs, including occasionally offering events and workshops on evenings and weekends.

**DESIRABLE CRITERIA:**

1. Degree in Biomedical Science or related discipline.
2. Experience of designing and implementing substantial programmes of activities for large groups.
3. Practical knowledge of data-base management systems.