

## **JOB DESCRIPTION**

**Job Title:** Student Skills Manager

**Grade:** 6

**Responsible to:** Learning and Engagement Manager

### **Job Purpose:**

Manage the provision of high-quality teaching, 1:1 support and self-led learning materials. Ensure provision is holistic and integrated within programmes and contributes to successful graduate outcomes. Line manage, through a matrix arrangement, a multi-disciplinary team providing support to all students in study skills, information & research skills and English Language skills.

### **Main Duties and Responsibilities:**

#### **Teaching & Learning**

Co-ordinate the team to deliver teaching and learning support in all specialist subjects including information literacy, research and digital skills, in-session English Language skills and academic study skills.

Plan and co-ordinate the teaching programme at all levels and modes of delivery to support students to achieve learning and graduate outcomes. This includes teaching embedded in the curriculum and extra-curricular sessions, delivered with a holistic student-centred approach.

Plan and co-ordinate 1:1 support at all levels and modes of delivery. Develop and maintain a 1:1 support offer which supports individual students to achieve learning outcomes, works holistically with other student support services and is efficient and sustainable to provide.

Co-ordinate the production and delivery of self-led online learning materials for all levels. Ensure that materials meet learners needs and are delivered through engaging and innovative media by designing effective quality management. Ensure learning materials are accessible and visible through integration with the VLE and other platforms.

Monitor and manage teaching and support quality through observations and supportive feedback. Co-ordinate opportunities for staff development through coaching, sharing best practice and training, ensuring continuous improvement and innovation.

Ensure service provision is inclusive of all students' needs and responds to changing student demographics and pedagogy.

Liaise with relevant academic and professional services teams to co-ordinate the delivery of teaching and support.

## **Management**

Manage the team to deliver an excellent student experience. Working with the Learning and Engagement Manager provide a clear team vision, set objectives and priorities, motivate and support the team.

Line manage team members, in a matrix arrangement with the Learning and Engagement Manager. Co-ordinate performance development reviews and staff development and support recruitment and selection.

Communicate a clear service offer to all stakeholders, using evidence from the delivery of teaching and support to inform changes.

Work collaboratively with other managers in the Student & Academic Support directorate to develop an integrated and holistic service for students, leading cross-directorate projects as required.

Manage for strong performance against agreed metrics and criteria, collating and analysing relevant data and highlighting and making plans for risks, issues and continuous improvement.

Contribute to the annual business planning process, advising on issues related to the delivery of teaching & support, and contributing to and leading service development projects.

## **General Duties**

1. Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
2. Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
3. Agree personal and team objectives and work to achieve them, developing both individually and collectively.
4. Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

5. Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

**PERSON SPECIFICATION:****Post Title: Student Skills Manager**

<b>Attributes</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Education / Qualifications</b>	<p>Teaching qualification at Level 5 or above, or equivalent experience.</p> <p>Level 6 or 7 qualification in relevant specialism (e.g. learning development, library &amp; information studies, language teaching), or equivalent experience.</p>	<p>Fellowship of Advance HE</p> <p>Membership of relevant professional body</p> <p>Level 5 or above Management qualification</p>
<b>Experience / Knowledge</b>	<p>Experience of effective people management and motivation</p> <p>Understanding of changing pedagogy and learning development needs in Higher Education, including in an online environment</p> <p>Experience of teaching or supporting students in HE in one or more of the relevant specialisms (learning development, information &amp; research skills, English language skills)</p> <p>Experience of managing teaching quality and developing teachers</p> <p>Strong track record in delivery of user-centred services, and of developing and implementing evidence-based services.</p>	<p>Experience of matrix management in a multi-disciplinary team</p> <p>Up to date knowledge of internationally recognised language tests and equivalencies.</p>

<p><b>Skills / Personal Requirements</b></p>	<p>Good people management skills and an inclusive, motivating and results orientated management style</p> <p>Strong planning, coordinating and organising skills</p> <p>Effective influencing and negotiating skills</p> <p>Preference to work collaboratively and the ability to lead, motivate and enthuse staff across team boundaries</p> <p>Ability and drive to pursue opportunities for improvement, to analyse and resolve complex issues and to introduce effective improvements</p> <p>Excellent IT skills including Modern Office and proactive engagement with new technology</p> <p>Excellent interpersonal, oral and written communication skills.</p> <p>Resilience and an ability to react positively and proactively to change, personally and in leading a team</p>	
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