

Job Description

Position:	Academic Skills Coordinator
School/Service:	The Library, Directorate of Student Services & Experience
Reference:	0275-26
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time – 36.25 hours per week 08:45am-5:00pm, Monday - Friday (Some work outside these hours may be required e.g. Open Days, Welcome and Induction events, attending staff development sessions)
Reporting to:	Academic Librarian & Academic Skills Team Leader

Main Function of the Position:

- To design, create and deliver high-quality study skills resources to both groups and individual students across all levels of study and programmes via scheduled, bespoke in-class, one-to-one appointments, drop-ins, and in-session workshops to support numeracy, literacy, academic core skills and to develop students' personal development. This will incorporate developing and delivering content via live and online channels.
- To promote, organise and evaluate the University of Greater Manchester's study skills services, review and undertake the quality assurance of learning materials including all services, systems, processes and protocols necessary to develop and maintain learning content.
- To identify trends and patterns in relation to study skill support alongside any challenges in the provision, with a view of feeding back this information through appropriate channels to other colleagues within the university in order to address any emerging concerns. Working closely with librarians, personal academic tutors, subject leads from across the Schools/Faculties, the IST E-Learning Team, and Student Services & Experience colleagues to ensure content is fit for purpose and deployed successfully to online platforms and/or delivered professionally within workshops or taught sessions.
- Support the Academic Librarian & Academic Skills Team Leader in the development of study skills that are aligned to addressing and closing the gaps with regards outcomes in accordance with the Access and Participation Plan (APP) and other university initiatives to address skills gaps.
- To author skill content utilising a range of software and technology platforms that are accessible, engaging, consistent, and aligned to strategic and operational need.

Principal Duties and Responsibilities:

Skills and service delivery

1. Create and maintain online skills content using a range of technical platforms such as Contensis, LibGuides, Synthesia, and other software packages. Liaise with specialists across the university to collect, quality assure, and maintain skills content, ensuring that the content remains up-to-date and accessible at all times.
2. Work effectively with a range of university stakeholders to understand appropriate learning technologies, pedagogies and approaches to develop engaging and effective learning opportunities via a number of different channels and platforms.
3. Working with the Team Leader in collaboration with Librarians and the wider Student Services & Experience and academic subject areas to ensure quality-assured diagnostics are implemented effectively. To prepare reports and provide statistics at the direction of the senior colleagues as appropriate.
4. Working closely with Disability Services and other stakeholders to ensure study skill content is accessible.
5. To be fully conversant with what support is available to students at the University and externally and keep abreast of developments in the sector to enhance your knowledge and skills by attending workshops, courses and relevant conferences as appropriate.
6. To keep up to date with university policies and procedures relating to student progression, retention, engagement and the learner experience and to review, develop and implement study skill provision.
7. Collate and analyse data and feedback from a wide variety of sources in order to monitor impact and effectiveness of academic skills in line with requirements of university KPIs as set out in the appropriate strategies and APP; reporting to the Team Leader and Library Manager, and university committees as required.
8. To participate and contribute in the broader operational decision making by attending relevant University meetings/committees/working groups and quality enhancement activities as appropriate.
9. Participate and contribute to relevant external organisations and networks, to disseminate good practice and promote the work of the Student Services & Experience Directorate and the University of Bolton.
10. Organise and support the delivery of a range of student events across the Schools/Faculties and university (for example Summer Schools, Induction Week, Open days, study skills workshops, etc.).

Inclusion, Collaboration & Student Success:

1. Champion equality, diversity and inclusion, developing targeted library initiatives for underrepresented groups and representing services on relevant committees.

2. Collaborate with academic and professional services colleagues, senior leaders and the Students' Union to support a whole-institution approach to academic librarian and academic skills service delivery.
3. Represent the library on university committees, working groups and sector networks, contributing to policy development and best practice in areas such as Research, Teaching Excellence and Knowledge Exchange.
4. Lead service evaluation and data-informed decision-making, reporting to internal and external stakeholders (Executive Board, Governors, OfS, Ofsted, SCONUL).

People, Partnerships & Planning:

1. Build and maintain external operational partnerships to enhance support for students and raise the profile of university services.
2. Work with the Academic Librarian & Academic Skills Team Leader to develop annual operational plans and local strategies that respond to legislation, sector practice and emerging student needs.
3. Promote co-creation and student voice, embedding Students as Partners principles in service planning and delivery.
4. Use data, evaluation, and student feedback to monitor service effectiveness, identify areas for improvement and inform local operational planning.
5. Ensure robust systems, processes and resources are in place for effective delivery of services and strategic projects.
6. To build and maintain partnerships with external organisations to enhance support for students and raise the profile of the University's student services

Professionalism, Safety & Compliance:

1. Commit to ongoing professional development and engagement with sector networks.
2. Work flexibly, including evenings and weekends during peak periods or in response to crises or safeguarding matters.
3. Ensure a safe working environment and abide by the University health and safety policies and practise and to always observe the University's Equal Opportunities policy and Dignity and Work policy.
4. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
5. Demonstrate awareness of environmental and sustainability issues and support the University's sustainability strategy.

Note:

This is a description of the role requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the role-holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

Person Specification

Position: Academic Skills Coordinator		Reference: 0275-26	
School/Service: The Library		Priority	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a) GCSE Grade A-C, or equivalent standard of Education in English and Maths		Priority 1	Application form/ Documentation
1 b) ECDL qualification or willing to work towards completing the qualification		Priority 2	Application form/ Documentation
1 c) Degree in relevant subject area or equivalent level of experience		Priority 1	Application form/ Documentation
1 d) PGCE or Certificate of Education		Priority 2	Application form/ Documentation
1 e) Evidence of relevant continuing professional development, and/or mentoring or coaching qualification, or a willingness to obtain appropriate development within a specified time frame (e.g. CMALT, Associate FHEA etc)		Priority 2	Application form/ Documentation
2 Skills / Knowledge			
2 a) Highly competent in the use of computer technology e.g. Microsoft Office, Word, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet		Priority 1	Application Form/Interview
2 b) Competence of creation and deployment of learning material across a number of software platforms with a focus on Moodle.		Priority 1	Application Form/Interview/ Presentation
2 c) Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.		Priority 1	Application Form/Interview
2 d) Knowledge of effective study practices in HE and awareness of the diverse range of student journeys (e.g. Issues relating to widening participation and internationalisation)		Priority 1	Application Form/Interview
2 e) Good verbal communication, written and presentation skills e.g. the ability to provide reports for management and to deliver staff development and training.		Priority 1	Application Form/Interview/ Presentation
2 f) Proven ability to manage a variety of competing priorities and timescales through effective time-management and organisational skills		Priority 1	Application Form/Interview
2 g) Credible ability to keep up to date with relevant legislation and best practice in Higher Education across a range of organisations including QAA, OFS, JISC etc.		Priority 2	Application Form/Interview
2 h) Ability to work individually or as part of a team with a positive, adaptable and flexible approach to work		Priority 1	Application Form/Interview
2 i) Good organisational skills and ability to use own initiative, prioritising competing demands with minimum support		Priority 1	Application Form/Interview
3 Experience			

3 a)	Previous work experience of working in a skills related role within a Further education or higher education environment. Credible experience of delivering study skills within a H>E. environment	Priority 1	Application Form/Interview
3 b)	Experience of evaluating engagement and access to systems and resources within a learning environment	Priority 2	Application Form/Interview
3 c)	Relevant experience working in a role supporting learning in Higher Education	Priority 1	Application Form/Interview
3 d)	Proven ability to apply experience to meet the needs of diverse student groups.	Priority 1	Application Form/Interview
3 e)	Experience of successfully working across teams and departments	Priority 1	Application Form/Interview
3 f)	Experience of project management methods and approaches	Priority 2	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	Priority 1	Interview
4 c)	Able to deal effectively with a variety of internal and external customers in a professional manner	Priority 1	Interview
4 d)	Sensitive to individual and cultural differences	Priority 1	Interview
4 e)	Awareness and adherence to issues of confidentiality	Priority 1	Interview
4 f)	Experience of dealing with deadlines and being able to work under pressure	Priority 1	Interview
5	Other		
5 a)	Able to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, UKVI, Freedom of Information Act, Prevent and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to flexibly and remotely and to travel as appropriate in line with the needs of the service	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required