

Job Description

Job Title:	Academic English Language Manager
Career (R&R) Level:	Team Manager
Department:	Library & Learning Skills (LLS)
Reporting to:	Student Learning Development Lead
Location:	Hybrid: any UK campus / homeworker
Direct Reports:	N/A

Library & Learning Skills (LLS)

The Library & Learning Skills (LLS) service at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our UK campuses, alongside online collections and support, supporting students studying online or at partner institutions in the UK and globally. Our four teams (Collections & Research, Learner & Enquiry Support, Programme & Learning Enhancement and Study Skills) provide the professional expertise and high quality, relevant, accessible resources to equip our students and staff with the information literacy, digital and academic skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Main Function of Job:

The Academic English Language Manager sits within the Study Skills team and leads on the design and delivery of English for Academic Purposes (EAP) provision at the University of Law (ULaw). They are responsible for establishing relationships with key stakeholders across ULaw in order to identify students' needs and creating an evolving framework of provision to ensure that students with English as a second language can engage fully and independently with their programme of study.

Key responsibilities include:

- Design, develop and deliver a framework of EAP support for students with English as a second language and ensure that this is effectively promoted
- Develop and maintain strong relationships with key teams including English Language Assessment, UKVI Student Visa Compliance, Equality Diversity and Inclusion, International Student Support and Academic Coaches, so that approaches to EAP support are co-ordinated and evolve with changing student needs and reference to the wider Higher Education (HE) sector
- Lead the ongoing development of asynchronous online EAP learning resources
- Collate and signpost credible and relevant materials for those needing additional self-directed support in relation to English language
- Develop a range of EAP live learning interventions, partnering with students, colleagues across ULaw and within LLS to determine the appropriate method of delivery within and outside the curriculum (such as workshops, one-to-ones, group and peer interventions, and embedded content)

- Provide EAP expertise and best practice guidance to key academic colleagues in relation to teaching, materials development, assessments and feedback, as required
- Produce data and reports reviewing the impact of this specialist aspect of academic skills provision within the Study Skills team
- Regularly report and present to a variety of internal audiences

Reporting lines:

The Academic English Language Manager reports directly to the Student Learning Development Lead, with a dotted line to the Head of English Language Assessment

Specific Responsibilities:

Lead specialist EAP support for students

Lead and review the delivery of EAP support for students, in line with University strategic aims, including:

- Develop and deliver learning and teaching interventions in relation to EAP provision
- Create asynchronous online materials, identify key subscriptions, and signpost additional materials for students in relation to EAP and English language
- Develop a framework of responsive live interventions, utilising a range of approaches and delivery methods according to changing needs (measured by data and feedback)
- Partner with students to understand any gaps in provision and explore options to establish peer learning and support mechanisms in relation to EAP and English language
- Ensure that all EAP learning support initiatives encourage students to develop independent learning and academic skills
- Work with the Student Learning Development Lead and Head of English Language Assessment to agree an approach to the provision of individualised support for relevant students, considering how this relates to existing academic skills support available in the wider Study Skills team
- Work closely with key colleagues to monitor the effectiveness of interventions; ensure support provided within Library & Learning Skills is bounded and appropriate, including timely and effective referrals between teams
- Gather data consistently to capture insight on student and programme requirements, and regularly evaluate the various interventions, to ensure best practice service delivery is weighed against demand
- Provide specialist expertise on EAP (and more generally the needs of international students) to inform the wider approach to skills support across the Library & Learning Skills service, working closely with the Student Learning Development Lead and Lead Librarian for Teaching & Pedagogy

Continuous service improvement and delivery

- Manage the collection and analysis of data sets and feedback to measure the success of relevant EAP support; contributing this to the Student Learning Development Lead's monitoring of Key Performance Indicators (KPIs)
- Provide regular reports to the Admissions Subcommittee of the Academic Standards and Quality Committee
- Consider key national and internal metrics for reviewing student attainment and satisfaction in relation to EAP provision; work closely with wider colleagues to advise on this in relation to academic skills
- Contribute a specialist understanding of EAP and academic skills to ensure that the overall approach to learning, teaching, enquiry management and customer service in Library & Learning Skills is inclusive and insight-led for all students
- Work in partnership with key colleagues across the University to co-design and deliver interventions to support students with English as a second language and their attainment, including within curricula as appropriate
- Lead and contribute to projects as part of ongoing service improvement

Customer support / client service

- Role-model our customer service values in interactions with students and other stakeholders
- Act as a key contact for owning and resolving relevant academic and student enquiries in relation to EAP
- Oversee the effective management of both colleague and student enquiries in relation to EAP and academic skills for international students within the Study Skills team
- Work closely with the Library & Learning Services Manager to ensure that the approach taken to enquiries across the service is informed by an awareness of EAP provision, and that students are being referred to specialist support as appropriate
- Maintain a high standard of confidentiality whilst ensuring all relevant staff are kept fully informed of any issues arising
- Proactively seek feedback and contribute to quality assurance activities

Teamwork and Team Management

- Proactively participate and contribute to institution-wide activities, meetings and events to raise the profile of Library & Learning Skills and the existence of specialist study skills support for students
- Promote and maintain effective relationships with students, staff and external visitors, suppliers and all stakeholders, ensuring they are dealt with in a professional manner
- Support the Student Learning Development Lead and LLS Leadership Team in ensuring that strategic targets are met; contribute to setting objectives for future development of the service in relation to neurodiverse students
- Deputise for senior colleagues on projects and in meetings as appropriate

Professional Skills

- Actively take responsibility for own personal career development and networking
- Reflect on individual and team performance; identify and undertake appropriate training to improve capabilities, particularly in relation to support for neurodiverse students
- Ensure that within LLS there is an appropriate level of familiarity with relevant software, applications and platforms of relevance to EAP

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by their line manager or the Library & Learning Skills Leadership Team.

The job holder has a duty to take reasonable care for the health and safety of themselves and of other persons with whom they come into contact at work. The job holder also has a duty to co-operate with the University in complying with any statutory duty or requirement concerning health and safety at work. In particular, they must familiarise themselves with the Health and Safety Policy and its safety and fire procedures.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document.

Job description is correct at November 2025. It may vary in consultation with the post holder to reflect changes within the market place, in the Library & Learning Skills Service and the University.

Signed by:

Print Name:

Date:

Person Specification

Job Title: Academic English Language Manager

Role: Team Manager / Leader

Department: Library & Learning Skills

1. TRAINING & EDUCATION

Essential	Desirable
• Educated to degree level or equivalent qualification / professional experience • A recognised specialist qualification in English language teaching (e.g. CELTA, DELTA, TESOL, TEFL, English for Academic Practice)	• Higher Education teaching qualification or accreditation e.g. Fellowship of Advance HE (HEA). PGCHE (Postgraduate Certificate in Higher Education) etc. • Postgraduate degree in a relevant subject to the role (e.g. Linguistics, TESOL, Education, English Language) or institution (Law, Business etc.)

2. EXPERIENCE

Essential	Desirable
• Experience of creating and delivering EAP support via a range of delivery methods • Experience creating self-directed learning materials for students • Experience and confidence in designing and delivering learning content for online delivery • Experience of working with international students in a UK Higher Education Institution (HEI) • Experience of co-creating learning interventions with key colleagues from other specialisms	• Experience of creating innovative student support solutions • Experience of providing best practice guidance to colleagues at a range of levels • Experience of leading and managing projects • Experience of living/working overseas • Experience producing reports and delivering presentations for senior colleagues

3. SKILLS & KNOWLEDGE

Essential	Desirable
• Awareness of current developments in EAP and English language teaching through CPD, networking and membership of professional organisations • Familiarity with current visa and compliance issues and particular challenges faced by international students • Understanding of a range of teaching approaches and methodologies • Proven ability to facilitate active student learning and to adapt approach as needed • Ability to deliver effective constructive feedback • Ability to communicate clearly and persuasively verbally and in writing with colleagues at all levels and students • Demonstrable experience of managing own workload and setting priorities effectively in a fast paced environment • Strong IT skills e.g. confident user of Microsoft Office products and able to troubleshoot IT problems • Confident working with data and able to present complex information clearly to a range of audiences	• Ability to support colleagues in their own training and development • Knowledge of a foreign language • Understanding of relevant challenges and priorities within the current regulatory landscape of HE • Ability to advocate for international students with colleagues at all levels

4. BEHAVIOURAL SKILLS

Essential	Desirable
• Able to develop effective relationships with internal and external stakeholders • High level of cultural awareness and sensitivity • Demonstrable commitment to promoting and implementing the values of equality, diversity, and inclusion in education • Able to inspire and motivate others • Proactive and flexible • Reflective practitioner • Able to work under pressure to deadlines • Able to work on own initiative and problem solve • Able to contribute effectively as part of a team	

5. SPECIAL CIRCUMSTANCES

Essential	Desirable
• Travel to ULaw campuses for meetings where required e.g. for annual meetings, or occasional student events • Flexibility to offer small number of weekly out-of-hours appointments by prior agreement, shared proportionally across the team	