

Job Description

Job Title:	Student Learning Developer
Career (R&R) Level:	Team Manager / Leader
Department:	Library & Learning Skills Service
Reporting to:	Student Learning Development Lead
Location:	Homeworker
Direct Reports:	Library Learning Advisors

Library & Learning Skills Service

The Library & Learning Skills 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, including for the Online Campus and partner institutions in the UK and globally. Our four teams (Digital Education, Study Skills, User Experience and Collections and Research) 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.

Study Skills

Our Study Skills team designs, manages and delivers specialised learning opportunities for students, including one-to-one appointments and workshops, that equip them with the academic skills to succeed in their studies. Each Learning Developer takes ownership of the development of a particular skills area (such as effective writing, reading and note taking, critical thinking, revision and exams, presentation skills and time management). Alongside working in close partnership with academic colleagues to surface relevant resources and deliver teaching, they are responsible for the development of team members in the service, including direct reports, to ensure they are equipped with the necessary skills and knowledge to support students' specific needs. Each Learning Developer acts as the ultimate point of referral for their academic skills area.

Main Function of Job

Student Learning Developers lead on the design of a particular aspect of academic skills support, working with their peers to provide a comprehensive and consistent offering. They manage and review all aspects of delivery for their area of responsibility, providing training to upskill team members, adapting materials for particular programmes and addressing gaps in provision as they proactively identify them.

Key responsibilities include:

- Manage the design and delivery, and monitor the impact, of all activities for designated area of academic skills support such as workshops, e-learning and one-to-ones.

- Manage and support Library Learning Advisors in their triage of academic skills queries, in person and online, and their delivery of more routine and simple topics, ensuring that these are referred as appropriate to the Student Learning Developers.
- Lead the timely creation of new interventions – within and outside programmes - based on data and feedback from existing provision.
- Partner with key University colleagues, to determine and fulfil requirements relating to academic skills development and learning and co-create services responding to changing University priorities.
- Manage own caseload and delivery of one-to-one study skills support for students in order to increase their chances of completing their course successfully and/or improving their academic attainment and employability prospects.

Reporting lines:

Student Learning Developers report directly to the Student Learning Development Lead and may have Library Learning Advisors as direct reports.

Specific Responsibilities:

Continuous service improvement and delivery

- Partner with relevant academic colleagues, in combination with Programme Lead Librarians, to support the curriculum and student attainment through learning support interventions that are timely, effective, inclusive and appropriate to individual needs
- Ensure that services implemented are in line with University and sector policies, procedures and best practice
- Manage and evaluate our offering for a particular area of study skills specialism (for example: writing techniques, oral skills, study strategies, exam preparation, organisational and time management skills) and adopt an inclusive, insight-led approach
- Report regularly to the Student Learning Development Lead and other key senior colleagues across the University on the impact of existing services and produce recommendations to improve this
- Work with the wider team of managers to support and develop all Library Learning Advisors and other team members
- Participate in the selection, management and ongoing evaluation of subscriptions or resources relevant to study skills, and proactively promote their usage to staff and students
- Lead and contribute to projects as part of ongoing service improvement

Management of specialist one-to-one academic skills support for students

Manage and monitor the delivery of individual support for students relating to academic skills, in line with University strategic aims, including:

- Meet students on a one-to-one basis, to identify support needs as required, managing own caseload of appointments and balancing with other key tasks
- Train team members to manage initial needs analysis meetings with students, including supporting Library Learning Advisor colleagues assigned to the team in the delivery of any one-to-one academic skills appointments
- Devise and implement individual learning strategies to ensure that each student has an action plan, and maintain an accurate record {on the appropriate platform}
- Partner with stakeholders from across the University to clarify requirements and adapt services to provide a tailored offering as appropriate

- Gather data consistently to support the capture of insight on students' needs and behaviours, and regularly evaluate offering to ensure appropriate service delivery

Learning Support and Digital Learning

- Design and deliver accessible high-quality online workshops and webinars to support students' academic skills, teaching small and large groups
- Oversee the creation of bite-sized asynchronous materials within the Skills Academy on specific academic skills topics, drawing on specialist knowledge of effective pedagogical approaches
- Participate in online enquiry activities and provide professional and timely responses; own and resolve relevant academic skills enquiries received by the Library campus teams
- Identify gaps in provision, and propose and investigate solutions to bridge those gaps
- Prioritise development work in the light of feedback from relevant stakeholders, including senior academic colleagues such as Programme Directors
- Work with managers across the service to develop a programme of skills support for delivery by webinar or on campus, with a particular focus on academic skills to support student attainment and staff success
- Undertake peer review activities with colleagues across the Library & Learning Skills Service as part of enhancing our skills teaching offering
- Ensure that all initiatives encourage students to develop independent learning and study skills

Teamwork and Team Management

- Management, development and appraisal of members of the Library & Learning Skills Service, including participation in recruitment activities
- Promote and sustain a constructive and supportive working relationship with all service users and colleagues
- Proactively participate in relevant University activities, meetings and events to raise the profile of the Library & Learning Skills Service
- Co-ordinate Study Skills representation at campus meetings (such as Staff Student Liaison Committees) and events (such as Open Days) with campus-based colleagues
- Present a positive image of the service to other departments within the university and externally; role-model our customer service values in interactions with students and other stakeholders
- Promote and maintain effective relationships with students, staff, external visitors, suppliers and other stakeholders, ensuring they are dealt with in a professional manner
- Deputise for senior colleagues on projects and in meetings as appropriate and be proactive in providing cover for others in the team where necessary

Professional Skills

- Actively take responsibility for own personal career development and networking
- Undertake training as required
- Develop an awareness of higher education and sector trends and keep up to date with relevant developments.
- Ensure familiarity with relevant software, applications and platforms
- Keep up to date with developments and debates within Learning Development and use this knowledge to inform professional practice
- Engage in Staff Development programmes both internal and external in line with service-wide priorities, and promote and extend knowledge of pedagogy and technology

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 Service Senior Management 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 May 2024. 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: Student Learning Developer
 Role: Team Manager / Leader
 Department: Library & Learning Skills Service

1. TRAINING & EDUCATION

Essential	Desirable
• Educated to degree level or equivalent qualification / professional experience • A teaching qualification or equivalent teaching experience	• Postgraduate or equivalent National Qualifications Framework Level 7 qualification • Higher Education teaching qualification or accreditation e.g. Associate Fellow or Fellowship of Advance HE (HEA) or PGCHE (Postgraduate Certificate in Higher Education), or ALDinHE Certified Practitioner

2. EXPERIENCE

Essential	Desirable
• Relevant experience of supporting students aged 16+ in a Tertiary College, FE or HE environment • Caseload management • Experience of working with students from diverse academic and cultural backgrounds • Experience and confidence in designing and delivering workshop content and online multimedia learning resources in a fast-paced environment • Experience of working flexibly and deploying innovative student support solutions • Experience of providing online teaching/student support	• Experience of working in a legal setting, or knowledge of legal education • Experience of managing or supporting other colleagues in their development

3. SKILLS & KNOWLEDGE

Essential	Desirable
• Current awareness of developments in academic skills / learning support • Excellent written and verbal communication skills • Ability to give effective constructive feedback • Excellent organisational and time management skills • Excellent attention to detail • Strong IT skills e.g. confident user of Microsoft Office products and able to troubleshoot IT problems	• Coaching and / or mentoring skills • Knowledge of assistive technology available in a higher education environment • Demonstrable professional networking skills or membership of relevant professional bodies • Willingness to acquire if necessary, develop and keep updated, a specialism within the Study Skills team

4. BEHAVIOURAL SKILLS

Essential	Desirable
• Able to work as part of a team and motivate others • Able to develop effective relationships with internal and external stakeholders • Proactive and flexible • Reflective practitioner • Able to work on own initiative and prioritise own workload • Able to work under pressure to deadlines	

5. SPECIAL CIRCUMSTANCES

Essential	Desirable
• Willingness to undertake a DBS check • 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.	