

Job Description

Job Title:	Student Learning Development Manager - Neurodiversity
Career (R&R) Level:	Team Manager
Department:	Library & Learning Skills Service
Reporting to:	Student Learning Development Lead
Location:	Homeworker
Direct Reports:	Student Learning Developers

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.

Student Learning Development Manager - Neurodiversity

The Student Learning Development Manager - Neurodiversity leads on the design and delivery of study skills support for students who are neurodiverse or have Specific Learning Differences (SpLDs), including dyslexia, dyspraxia, ADHD and those on the autistic spectrum. They provide a dedicated service for this group, but also work closely with colleagues in the wider Library & Learning Skills teams to inform the provision of activities across the range of ULaw programmes and campuses. The postholder also works in partnership with colleagues in the Disability & Inclusion Service (DIS) to support the identification and delivery of wider staff development training for colleagues at ULaw, with a focus on their specialism of academic skills.

Main Function of Job:

The Student Learning Development Manager - Neurodiversity works closely with the Student Learning Development Lead to ensure that our approach to both academic skills teaching within the Study Skills team, and wider Library learning support, are informed by the different ways in which neurodiverse people learn effectively. They oversee the management of complex cases from and to other departments, working with DIS and others to ensure that co-occurring issues are supported effectively. They are an active contributor at committees and University-wide projects, and have strong links with a range of support and academic teams, to review how best to deliver study skills support.

The Student Learning Development Manager - Neurodiversity works directly with students who believe they may be neurodivergent or have an SpLD, those waiting for a diagnosis, and those with a diagnosis already. They support students in identifying any barriers or challenges to their learning, understanding any diagnosis or reasonable adjustments already agreed, and

finding strategies to enable them to engage fully and independently with their programme of study at ULaw.

Key responsibilities include:

- Lead an enhanced study skills support offering for neurodiverse students, managing and contributing to this specialist delivery within the team, including one-to-one appointments and other online learning interventions
- Equip all Library & Learning Skill colleagues to take a student-centred approach to specialist academic skills provision for neurodiverse students
- Develop and maintain strong links with key teams including DIS, Wellbeing, Mental Health Advisors, Academic Coaches and Skills Coaches, in order to ensure that approaches to support for these students are co-ordinated; provide training to a wide range of colleagues across ULaw
- Oversee the Library & Learning Skills team's management of complex student cases, provide training, support and guidance to all front-facing colleagues
- Collaborate with stakeholders at all levels to gather insight and co-create services for neurodiverse students or those with additional support needs, including the creation of new interventions working with National Programme Directors and Design teams
- Produce data and reports reviewing the impact of this specialist aspect of study skills support, which aims to improve the academic engagement, attainment and, ultimately, employability of neurodiverse students

Reporting lines:

The Student Learning Development Manager - Neurodiversity reports directly to the Student Learning Development Lead and has the Student Learning Developer - Neurodiversity as a direct report.

Specific Responsibilities:

Continuous service improvement and delivery

- Manage the collection and analysis of data sets and feedback to measure the success of relevant study skills support; contributing this to the Student Learning Development Lead's monitoring of Key Performance Indicators (KPIs) for the service
- Consider key national and internal metrics for reviewing student attainment and satisfaction; work closely with wider colleagues to advise on this in relation to academic skills and neurodiversity
- Contribute a specialist understanding of neurodiversity and study 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 neurodiverse students and their attainment, including within curricula as appropriate
- Lead and contribute to projects as part of ongoing service improvement

Lead specialist one-to-one academic skills support for students with SpLDs

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

- Meet and assess neurodiverse students on a one-to-one basis, to identify support needs for individuals and maintain direct awareness of student requirements
- Support may include: assist in developing appropriate study skills and learning strategies to manage challenges; support interpreting a diagnosis or agreed reasonable adjustment (provided by DIS); signposting support available via the Disabled Students' Allowance (DSA), DIS and other Student Support services or assistive technology; support to maintain a balance between study, health and other aspects of life
- Train and support the wider team of Student Learning Developers to support neurodiverse students and advise on the appropriate use of individual learning strategies and actions plans; maintain an accurate record for own caseload of students {on the appropriate platform}
- Work with the Student Learning Development Lead to agree an approach to the provision of one-to-one appointments for neurodiverse students, including the total allocation across the team
- Work closely with DIS colleagues to keep the delivery of appointments, and their relation to support available via DIS and DSA, under review; ensure support provided within Library & Learning Skills is boundaried and appropriate, including referrals between teams
- Train and support other colleagues in the wider service meeting students one-to-one so that they are aware of sector best practice in relation to supporting SpLDs and neurodiversity, and are confident about referring to specialist colleagues
- Gather data consistently to capture insight on neurodiverse students' needs and behaviours, and regularly evaluate the one-to-one offering against other interventions, to ensure best practice service delivery is weighed against student demand

Learning Support and Digital Learning

- Lead the development of any online teaching on academic skills for neurodiverse students
- Ensure that all learning support initiatives for neurodiverse students encourage them to develop independent learning and study skills
- Co-ordinate and deliver training initiatives about SpLDs and neurodiversity to large and small groups of staff involved in learning support, working with DIS colleagues as appropriate
- Embed a good understanding of the provision for neurodiverse students in the wider Library & Learning Skills team, ensuring that they signpost effectively and are aware of some of the barriers and challenges
- Provide specialist expertise on neurodiversity 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
- Advise the Skills Academy team on approaches to digital delivery in relation to neurodiversity, and contribute to the design of self-directed online materials for neurodiverse students, to be created by those colleagues
- Undertake peer review activities with colleagues across Library & Learning Skills as part of enhancing our skills teaching offering, providing guidance on best practice in relation to inclusive learning support, neurodiversity and SpLDs

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 neurodiversity
- Oversee the effective management of both staff and student enquiries in relation to academic skills for neurodiverse students within the Study Skills team
- Work closely with the Customer Service Librarian to ensure that the approach taken to enquiries across the service is informed by an awareness of SpLDs and neurodiversity, 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

- Management, development and appraisal of Student Learning Developers with a neurodiversity specialism, or who are looking to develop this
- 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
- Deputise for the Student Learning Development Lead, supporting the day-to-day operational delivery of the Study Skills team as needed
- 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 the Study Skills team there is an appropriate level of familiarity with relevant software, applications and platforms of relevance to neurodiverse students

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 July 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 Development Manager - Neurodiversity
 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 supporting neurodiverse students, such as a Postgraduate Certificate or Diploma in Specific Learning Differences (SpLDs), or a Level 5 Diploma in Teaching Learners with Dyslexia/SpLD • A teaching qualification or equivalent teaching experience	• Higher Education teaching qualification or accreditation e.g. Fellowship of Advance HE (HEA) or PGCHE (Postgraduate Certificate in Higher Education), or ALDinHE Certified Practitioner

2. EXPERIENCE

Essential	Desirable
• Experience of supporting neurodiverse students in both one-to-one and group settings • Experience of working with adult students from diverse academic and cultural backgrounds • Management of a caseload of students with complex learning profiles and co-occurring conditions • Experience of providing online study skills teaching/student support • Experience of creating innovative student support solutions • Experience of co-creating learning interventions with key colleagues from other specialisms • Experience of supporting colleagues' development in relation to inclusive learning and teaching	• Experience of introducing new services and ways of working • Experience of leading and managing projects • Experience and confidence in designing and delivering workshop content and online multimedia learning resources in a fast-paced environment • Line management experience

3. SKILLS & KNOWLEDGE

Essential	Desirable
• Awareness of current developments in learning development through CPD, networking and membership of professional organisations • Awareness of current thinking relating to SpLDs and neurodiversity, including impact on learning and best practice for support • Thorough knowledge of relevant legislation and support for neurodiverse students, including the Equalities Act, reasonable adjustments and Disabled Students' Allowance (DSA) • Ability to advocate for neurodiverse students with colleagues at all levels; communicate clearly and persuasively verbally and in writing • Ability to give effective constructive feedback • Excellent time management and organisational skills • 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, including awareness of specialist study skills software for students with learning support needs

4. BEHAVIOURAL SKILLS

Essential	Desirable
• Able to inspire and motivate others • Able to work effectively as part of a team • Able to develop effective relationships with internal and external stakeholders • Proactive and flexible • Skilled networker • Reflective practitioner • Able to work under pressure to deadlines • Able to work on own initiative and problem solve	

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.	