

Job Description

Position:	Academic Skills Coordinator
School/Service:	Student Services & Experience (Library)
Reference:	SSE-065/P
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 Liaison and Collections Senior Team Leader
Responsible for:	N/A

Main Function of the Position:

- LEAP Online is an award-winning platform designed to offer students access to resources to help with their academic journey across 4 key areas; Academic Development, Personal Development, Digital Literacy and, Engagement and Employability. You will be responsible for the coordination of the development of content, learning resources and activities for the LEAP online for both undergraduate and post-graduate students.
- Co-ordinate and support the development, implementation and maintenance of online learning resources and activities for undergraduate and post-graduate students within the framework of the University's award-winning LEAP Online platform.
- Be accountable for the day-to-day administrative, review and quality assurance of learning materials including all services, systems, processes and protocols necessary to develop and maintain learning content of the LEAP Online platform.
- Working closely with the Learning Life Manager and in close collaboration with academic subject leads from across the faculties, the IST E-Learning Team and the wider Student Services & Experience ensure content is fit for purpose and deployed successfully to the LEAP Online platform.
- Support the implementation of University of Bolton's TIRI strategy and Student success strategy in line with requirements of the Access and Participation Plan through providing high quality support for learners as they transition to university and through their chosen programme of study.

Principal Duties and Responsibilities:

1. Plan and direct the development of communication initiatives to enhance awareness of and drive engagement/access to the LEAP Online platform through the use of a

number of communication channels including but not limited to print, social media, email and internal/external communications.

2. Engage with a wide range of stakeholders including but not limited to IST, Library manager and Academic Life Manager to ensure that the development and implementation of supporting processes for LEAP Online aligns with strategic priorities for the University
3. Working in close collaboration with the Academic Life Manager and Project Co-ordinator for Personal Tutoring and Diagnostics ensure that content is aligned with aims of the LEAP Ahead Questionnaire/Action Plans.
4. Work with academic and other colleagues in order to design, implement and test learning content across a range of online face-to-face formats and platforms, including quizzes and videos that support academic skills for both undergraduate and post graduate students
5. Establish and implement quality enhancement and review processes in order to ensure that the quality of the content in LEAP Online meets the required quality assurance standards of the university and national benchmarks for the appropriate academic level as defined out by the QAA and appropriate Professional, Statutory and Regulatory Bodies (PSRBs).
6. Develop and deliver online and face-to-face training and academic skills workshops for LEAP Online and supporting processes to academic and professional support colleagues across the university as required to enable all colleagues to better support and signpost help for users. To organise and deliver a suite of academic skills workshops to students and promote the sessions widely across the University.
7. Working closely with Disability Services and, when appropriate, external bodies such as RNIB, RNID, National Autistic Society and British Dyslexia Association in order to ensure that the quality of the learning content, supporting documentation and processes for LEAP Online go beyond the legally required accessibility standards and meet the needs of a broad range of learners needs.
8. Collate and analyse data and feedback from a wide variety of sources in order to monitor impact and effectiveness of LEAP online in line with requirements of university KPIs as set out in the appropriate strategies and Access and Participation plans; reporting to the Library Manager, Learning Life Manager, and university committees as required.
9. Work closely with Academic Teams, Student Services and Experience Teams and Student Liaison Officers support the creation and development of learning material and assessments that support the use of LEAP Online in Academic Skills Workshops and Lectures based on subject matter provided in consultation with academic subject leads, Learning Life Team, Student services and Employability service
10. Work effectively with a range of stakeholders including the SU and create and develop a LEAP Online working group to provide guidance and advice on appropriate learning technologies, pedagogies and approaches to develop engaging and effective learning opportunities via the LEAP Online Platform.

11. Identify trends in service demand from all customer contacts and to highlight/share this information with the appropriate team and/or line manager to support the accreditation of Customer Service Excellence award.
12. To participate and contribute in the broader operational decision making by attending relevant University meetings/committees/working groups and quality enhancement activities as appropriate.
13. Participate and contribute to relevant external organisations and networks, to disseminate good practice and promote the work of the Learning Life Team and the University of Bolton.
14. Organise and support the delivery of a range of student events across the faculties and university (for example Summer Schools, Induction Week, study skills workshops, etc.).
15. To support colleagues across the Student Life team, Academic life Team, Library team and wider Student Services team to identify student engagement opportunities.
16. Preserve the confidential nature of the services provided to individuals. Working to ensure services meet the needs of customers and full the University's duty of care to others.
17. Ensure a safe working environment and abide by the University health and safety policies and practise and to observe the University's Equal Opportunities policy and Dignity and Work policy at all times.

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

Person Specification

Position:	Academic Skills Coordinator	Reference:	SSE-065/P
School/Service:	Student Services & Experience	Priority	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a) GCSE Grade A-C, or equivalent standard of Education in English and Maths		1	Application form/ Documentation
1 b) ECDL qualification or willing to work towards completing the qualification		1	Application form/ Documentation
1 c) Honours degree in relevant subject area or equivalent level of experience		1	Application form/ Documentation
1 d) Evidence of relevant continuing professional development, and/or mentoring or coaching qualification, or a willingness to obtain appropriate development within a specified time frame (eg. CMALT, Associate FHEA etc)		1	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		1	Application Form/Interview
2 b) Competence of creation and deployment of learning material across a number VLE platforms with a focus on Moodle		1	Application Form/Interview/ Presentation
2 c) Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.		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)		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.		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		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.		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		1	Application Form/Interview
2 i) Good organisational skills and ability to use own initiative, prioritising competing demands with minimum support		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.		1	Application Form/Interview
3 a) Previous experience of working in a busy, fast paced and dynamic environment			Application Form/Interview
3 b) Experience of evaluating engagement and access to systems and resources within a learning environment		2	Application Form/Interview

3 c)	Relevant experience working in a role supporting learning in Higher Education	1	Application Form/Interview
3 d)	Proven ability to apply experience to meet the needs of diverse student groups.	1	
3 e)	Experience of successfully working across teams and departments	1	Application Form/Interview
3 f)	Experience of project management methods and approaches	2	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	1	Interview
4 c)	Work independently without close supervision	1	Interview
4 d)	Able to deal effectively with a variety of internal and external customers in a professional manner	1	Interview
4 e)	Sensitive to individual and cultural differences	1	Interview
4 f)	Awareness and adherence to issues of confidentiality	1	Interview
4 g)	Experience of dealing with deadlines and being able to work under pressure	1	Interview
5	Other		
5 a)	Able to undertake staff development, which may take place outside the University	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	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to flexibly and remotely and to travel as appropriate in line with the needs of the service	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