JOB DESCRIPTION

PASS AND STUDY SKILLS ADVISER

Section: Learning Services
Location: Ipswich (Waterfront) Campus.
Salary: Within the range £23,334 to £26,243 per annum/pro rata
Grade: 5
Contract status: Permanent
Hours of work: 22.2 hours per week, 0.6 FTE. Some evening and weekend work may be required
Pension: USS
Annual Leave entitlement: 25 days pa (pro rata), plus Bank Holidays
Responsible to: Head of Learning Services
Reports on a day-to-day basis to: Digital Learning Opportunities Manager

About the Department
The Department of Learning Services is situated in the Directorate of Registry and Student Services. Its strategic purpose is the design and development of a range of partnerships and collaborative services across the University and its partners in the delivery of high quality learning and research opportunities. This is done, primarily through the provision of innovative learning and research environments, skills and knowledge development programmes and one-to-one provision, high quality, responsive collections and learning design and innovation through course design and technologies.

Purpose of the job:
The PASS and Study Skills Adviser will have day-to-day responsibility for the development and administration of the University's Peer Assisted Student Success (PASS) scheme, and will work with front-of-house colleagues to support our students in the development of general study and IT skills.

At the University of Suffolk, the PASS scheme is being developed as a way of empowering students, as PASS Leaders, to support those in lower levels of study. The PASS and Study Skills Adviser will support leaders in facilitating skills development opportunities, focussing on further exploration of course-specific learning, robust study skills, including self-management and organisation, time management, and revision skills to complement the academic skills required for successful progression and graduation. The Adviser will also offer all students, one-to-one support through a helpdesk as well as bookable appointments, in skills development, making use of questions asked to shape and inform future PASS schemes and learning opportunities.

The PASS and Study Skills Adviser will need to keep abreast of developments in PASS schemes nationally, and bring ideas and good practice back to the University for exploration and implementation.

We are actively committed to growing and supporting our diverse workforce and welcome applications from all backgrounds and communities.
**Role Outline**

1. Design and delivery of training and development events at agreed points during the academic year. To include:
   a. PASS information sessions for course teams and students;
   b. initial training for new PASS Leaders;
   c. PASS forums for leaders to share experiences and test new ideas;
   d. review of training provided.

2. Administration of the University Peer Assisted Students Success scheme. To include:
   a. development of support resources shared through the PASS Leader community;
   b. completion of paperwork as part of recruitment and payment;
   c. recording of training and the collection of statistics;
   d. collating feedback relating to the PASS scheme;
   e. updating of website to reflect training and resources available.

3. To provide front line support to all stakeholders in line with service and wider team needs. To include:
   a. scheduled delivery of support through the Learning Services helpdesk;
   b. provision of support to students and staff in using IT software and tools in study and academic work.

4. To provide support to students in the development of robust study skills, to complement academic skills development offered by Academic Skills Advisors. To include:
   a. provision of workshops in study skills such as time management, self-organisation, revision skills;
   b. provision of bookable one-to-one support in developing study skills to support academic work;
   c. development of video and interactive guides;
   d. support in making use of IT to manage and further study success.

5. Recording of workshop attendance and one-to-one support provision for internal monitoring and review. To include:
   a. gathering attendance records;
   b. recording data in appropriate systems to allow auditing in line with retention and OFFA requirements;
   c. producing internal (annual) reports on PASS engagement, and opportunities identified for ongoing provision.

6. To undertake internal and external training to maintain skills and system awareness.

7. Contribute to projects and initiatives as identified by the Head of Learning Services, and other members of the Senior Management Team.

8. To ensure compliance with the Health and Safety Regulations and Equality and Diversity policy.

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Selection Criteria

Candidates will be assessed against the following essential/desirable attributes:

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<th>Essential</th>
<th>Desirable</th>
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<td>EDUCATION AND QUALIFICATIONS</td>
<td>• First degree</td>
<td>• IT qualification&lt;br&gt;• Accreditation by Advance HE&lt;br&gt;• Membership of a professional body such as BDA, PATOSS, ADSHE or Dyslexia Guild.</td>
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<td>KNOWLEDGE AND EXPERIENCE</td>
<td>• Working in a busy, customer focussed environment delivering support at point of need&lt;br&gt;• Administrative experience, including accurate record keeping and delivery of reports&lt;br&gt;• Experience of working in an academic environment&lt;br&gt;• Experience of delivering support to students through workshops and one-to-one methods</td>
<td>• Experience of learning design&lt;br&gt;• Writing web pages to explain and promote services</td>
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<td>SKILLS</td>
<td>• Excellent interpersonal skills to communicate, relate to and support people at all levels, including explaining more complex processes and procedures, and presenting to groups.&lt;br&gt;• Excellent customer service skills.&lt;br&gt;• Excellent IT skills including the ability to problem solve and promote creative usage.&lt;br&gt;• The ability to work independently and as part of a team&lt;br&gt;• The ability to cope with pressure in a changing work environment, while maintaining a consistently high standard of accuracy&lt;br&gt;• Good organisational skills&lt;br&gt;• Ability to think creatively to find well-reasoned solutions</td>
<td>• Web authoring</td>
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<td>ATTITUDE</td>
<td>• Enthusiasm for exploring and new technologies in line with wider service developments</td>
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<td>- An understanding and commitment to Equal Opportunities and the ability to promote this in the day to day work of the post</td>
<td>- A commitment to undergo appropriate training and development</td>
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Closing date: Monday 24th September 2018 at Midday

Interview date: Wednesday 3rd October 2018

INFORMAL ENQUIRIES ABOUT THIS POST
Ellen Buck, Head of Learning Services, ellen.buck@uos.ac.uk

APPOINTMENT TERMS
This post is a part time, permanent post, the hours being 22.2 per week/0.6 fte (3 days).

FLEXIBLE WORKING
We consider flexible working requests for all our vacancies. e.g. adjustments to the working location, hours, time, or working on job share basis.

We are a Top 30 Employer for Working Families 2016 and 2017 but we recognise that flexible working is not just for parents and carers. Our inclusive Flexible Working policy is open to all our staff and designed to support our people achieve a positive work-life balance, regardless of their personal circumstances.

Equality, Diversity and Inclusivity
The University of Suffolk is a diverse and vibrant community and is committed to providing equality of opportunity to all staff and students. Our approach is inclusive; valuing the contribution of every member of the institution and the communities we serve.

As users of the Disability Confident scheme, we guarantee to interview all applicants who declare a disability and who meet the minimum essential criteria for the vacancy.

NO SMOKING POLICY
A no smoking policy including the use of electronic cigarettes operates at all University of Suffolk premises.

APPLICATIONS
Please see below for specific instructions on how to apply. Please note that applicants who fail to return all the documents asked for may be discounted.

To apply for this post:

- All forms and information can be found on our website [http://www.uos.ac.uk/jobs](http://www.uos.ac.uk/jobs)
- Fill in the Application Cover Sheet and include details of any flexible working request you are making
- Complete the monitoring form
- Attach a curriculum vitae and a letter of application setting out clearly how you meet the essential and desirable criteria for this post

We are actively committed to growing and supporting our diverse workforce and welcome applications from all backgrounds and communities.
Return them as Word (.doc) attachments by e-mail to: jobs@uos.ac.uk please put the post title in the subject box of your email.

If you are unable to email your documents, you may post them to:

The Human Resource Team
University of Suffolk
Waterfront Building
Neptune Quay
Ipswich
Suffolk
UK
IP4 1QJ

If you are unable to apply via the website please ask for an application pack from the address above, or by phone on 01473 338351.

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