

JOB DESCRIPTION

JOB TITLE:	Study Skills Officer
GRADE/SALARY:	Scale G - £11,213.20 - £12463.01 (£23,695 - £26,336 FTE)
STATUS:	Established
DEPARTMENT:	Student Services
HOURS:	20 hours per week - term time only (39 weeks per year)
REPORTS TO:	Curriculum Administration Support Manager
CAMPUS:	Windsor & Strode's
JOB PURPOSE:	<p>To provide a programme of workshops and / or 1:1 support sessions that support and develop students to become independent learners and develop skills for successful study whilst at College and beyond.</p> <p>To provide support for the wider Learner Services teams, as necessary, on a day to day basis to maintain continuity of provision and ensure student access to core support functions.</p>

NB: This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following: -

1. To deliver, develop and maintain a programme of workshops and 1:1 intervention that will support student's development in areas related to study skills. Taking consideration of starting points ranging from foundation learning to Higher Education. This may include areas such as basic literacy and numeracy skills, research skills, essay writing, referencing and revision techniques.
2. To work with curriculum areas and the tutorial team to identify areas of need or specific students that are underperforming and who may require additional support in order to achieve.
3. Where appropriate, arrange for external speakers to provide sessions on specific skills or sector expertise, for groups of students or curriculum areas.
4. To promote Study Skills services by ensuring that a current suite of supporting materials is available to students and staff to inform of the offer available. To ensure that reference materials for self-guided learning and revision, in physical and digital content are available.
5. To work collaboratively with members of the wider Learner Services team, including other Study Skills Officers to ensure consistency of delivery, through a process of informal observation, peer review and scrutiny.
6. To work towards departmental targets to ensure engagement with the services, developing supportive, engaging and reactive relationships with students and staff from all cohorts.
7. Ensuring that an appropriate booking and / or referral system is in place to maximise participation.

8. To ensure effective tracking and monitoring of the Study Skills provision, including a process for the robust evaluation and improvement of services. Using key statistics to inform the self-assessment process and ensure that the department offer is reactive to the needs of students and staff and is in line with College operating priorities.
9. To be the first point of contact for customers, both staff and students, and to handle and signpost enquiries, whatever their nature, in a friendly and professional manner as part of the wider Learner Services team.
10. To play an active role in managing learner behaviour within the Student Services and Learning Centre settings, contributing to an environment that supports independent learning and research, respect, tolerance and celebrates the College community.
11. To work with Student Services to undertake projects, working directly with learners in groups and individually to deliver a range of activities, displays and services that contribute to the personal development, awareness, progression and participation needs of learners.
12. Where required, to undertake a range of Learning Centre and Student Services administrative duties such as, shelving, cataloguing, supervision of work areas, ordering of materials and resources, assistance with basic IT skills, learner record administration and general office support.
13. Where appropriate, to liaise with parents / carers or curriculum staff to discuss the progress of or concerns with young people.
14. To take responsibility for own Continuous Professional Development and regards to current developments in Further Education, particularly in relation to study programmes, information technology and the social/welfare issues affecting young people.
15. To be available with notice to work flexibly to support the needs of the department, including the occasional evening / weekend work for College open events and enrolment periods.
16. Any other duties commensurate with this post

NOTE

The post will be based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding & Vulnerable Adults Policy.
- The principles and procedures set out in the Data Protection Policy

November 2023

PERSON SPECIFICATION
Study Skills Officer

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Educated to a minimum of Level 2 in Maths and English	✓		AF
Educated to at least a minimum of Level 3	✓		AF
IT qualifications at level 2 or demonstrable advanced skills in using current Microsoft Office applications	✓		AF / IV
Qualifications in teaching and learning to at least a Level 3 standard, or a willingness to achieve this within 18 months (please indicate on your application)		✓	AF
EXPERIENCE			
Experience of successfully working with young people in the 14-19 age group	✓		AF
Proven experience of working in a busy and demanding customer focused environment	✓		AF
Previous work experience in an academic library/information unit and experience of automated library systems		✓	AF
Experience of managing a complex administrative workload	✓		AF
Experience of providing support with independent learning and / or study skills		✓	AF / IV
SKILLS / KNOWLEDGE / ABILITIES			
Ability to inspire and motivate individuals of all ages, but with particular regard to young people	✓		IV
Proven flexible approach to working practices including providing cover for team members	✓		AF / IV
Proven ability to solve problems effectively and to use initiative	✓		IV
Proven excellent interpersonal skills, written and verbal, with the ability to communicate effectively with a wide range of people	✓		AF / IV
Ability to analyse data and provide self-assessment / recommendations for improvements	✓		AF / IV
Ability to provide excellent customer service in a busy and demanding environment	✓		IV

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation