

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

**Learning Support Advisor
EHA2040-0521**

Reporting to: Learning Support Manager

Accountable to: Dean of Learning Services

The Post

As a member of staff within the SpLD Support team, you will have responsibility for the design and delivery of high quality specialist study skills support for SpLD and disabled students of all academic disciplines at all levels, from pre-entry to taught postgraduate, across the University to enhance students experience, attainment, and retention. The role will involve building effective relationships and working collaboratively with colleagues across disability services to support students in developing autonomous study skills strategies. The postholder will also contribute to team and service development, including participating in and leading on specific projects and areas of activity within the team and more broadly across Learning Services.

The post holder will normally be based at the Ormskirk Campus but may be asked to work at any Learning Services site. The post holder will be required to work flexibly, including evenings and weekends if required. Duties and working patterns may vary according to service needs.

Duties and Responsibilities

1. Main responsibilities

- Responsible for the design and delivery of high-quality individualised specialist study skills support to a wide range of disabled students across all subject and levels, promoting the development of study skills and technological strategies to encourage self-agency.
- Responsible for the delivery of effective and clear information, advice and guidance, managing complex queries and interactions with a responsive person-centred approach. Effectively communicate key information around the Disabled Students Allowance,

support provision, technology and the assessment options available to students at the university.

- Responsible for the delivery of pre-entry activity introducing the specialist support offer for disabled students at the university. This will include transition and induction activities to ensure students have a successful transition into the University, and between years/levels of study.

- Actively support and collaborate with academic colleagues to provide specialist advice and guidance around best practice and the consideration of anticipatory and individual reasonable adjustments for disabled students.

- Responsible for the delivery of an effective SpLD support enquiry service based on student choice and convenience. This will include developing new strategies in response to student need in both a face to face and online environment.

- Responsible for ensuring timely and accurate applications for exam modifications for consideration and approval. Working collaboratively with the Learning Support Co-ordinator and academic colleagues effectively manage considerations in this area including, modifications, alternative assessments and reasonable adjustments, clearly communicating this to all stakeholders.

- Responsible for the evaluation of the offer considering the impact of activities on student experience, attainment, retention and satisfaction. This will include delivering a wide range of User Experience (UX) interventions ensuring that feedback is used to continuously improve the service we provide.

- In collaboration with colleagues in key support services design, develop, maintain and enhance a range of digital resources, promoting autonomous study skills development through self-directed learning.

- Assess the support needs of disabled students and consider and explain a range of anticipatory and individual reasonable adjustments in response to the students identified needs, strengths and challenges.

- Act as a nominated point of contact for a range for departmental named contacts responsible for distributing Student Support Plans. This will involve working collaboratively to build relationships and providing detailed specialist advice to departments in relation to considerations of anticipatory and individual reasonable adjustments.

- Incorporate the use of assistive and accessible technologies in a support setting and working with the Learning Support Advisor (AT) promote these technologies to all staff and students at the university.

- Actively promote and advocate the service to the student population and wider University community where appropriate. This will include producing case studies and communicating success stories using a range of channels.

2. Wider team responsibilities

- Keep accurate session records in accordance with team procedures and ensure all relevant information, in relation to student support, is processed appropriately.
- Proactively maintain an awareness and knowledge of new approaches, technologies and practices for effective learner support for disabled students and undertake benchmarking activities to position our provision, identify best practice and inform future service development.
- Foster and develop excellent cross-team collaboration within Learning Services, Student Services and beyond to ensure on-going awareness of the changing needs of the student population.
- Maintain current awareness of developments in the sector, attending external meetings, presenting at conferences, and feeding this back into practice through service enhancements.
- Participate in staff development activities and develop new skills and awareness to meet the changing needs of the service.
- In collaboration with colleagues in the Inclusion Team co-ordinate the services contribution to student engagement activity at Open Days, applicant visit days, Welcome events.
- Contribute to and lead on specific project planning to inform the future development of the provision within the wider context of Learning Services.
- Participate in Professional Peer Supervision (PPS) to ensure best practice is shared with colleagues in a supportive way and meet the ongoing professional body membership requirements inherent in the role.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 6, Points 23-26
£27,511 - £30,046 per annum pro rata

Hours: 18.5 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Learning Support Advisor EHA2040-0521

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to degree level	*		A
2	Postgraduate SpLD qualification		*	A
3	Teaching qualification or evidence of recent relevant experience		*	A
Experience and Knowledge				
4	Experience of delivering specialist support to disabled students in a one to one and group setting.	*		S/I
5	Experience and understanding of the provision of specialist disability related advice and information in a higher educational setting.	*		S/I
6	Experience of working collaboratively with academic and other staff across the University to support students and staff in considerations and reasonable adjustments.	*		S/I
7	Experience of leading and delivering successful project outputs	*		I
8	Experience of working within a higher education setting.	*		A
9	Experience of evaluation techniques and approaches to developing service delivery and provision.	*		S/I
10	Expert understanding of the range of accessibility, inclusion and student support needs in relation to disabled students within a higher education context	*		S
Abilities/Skills				
11	Commitment to the delivery of a student focused service promoting strategy development, self-awareness and autonomy.	*		P/I
12	Effective communication skills, both written and verbal, report writing skills, experience of delivering presentations,	*		P/I
13	Excellent customer service skills with the ability to deal	*		S/I

	with sensitive situations, handle conflict constructively and maintain professionalism			
14	Ability to assess, plan and progress work activities, projects and changes within the service using initiative and judgement.	*		I
15	Excellent IT skills including a good understanding of digital and mobile technologies and their application in a higher educational context	*		P/I
Other				
16	A commitment to equality and diversity and the provision of a high-quality service for all students	*		I

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.