

JOB DESCRIPTION

Job Title:	Learning Support Worker	Approved By:	A.Dykes
Report To:	Student Services Manager	Date:	June 2025
Grade:	NSUP15-18	Location:	Fort William

PURPOSE

The post holder will be responsible for ensuring the provision of an effective, high-quality service that meets the needs of all learners. The post holder will be responsible for all aspects of student learning support processes and assist with learning support, guidance and Mental Health and Wellbeing Support. The post holder will also be responsible for a range of tasks and work flexibly in the Student Services Team.

KEY AREAS

The post holder will be accountable for:

- Interviewing students with learning support needs.
- Identifying individual learning needs and draw up personal learning support plans
- Putting the relevant support in place for students

DUTIES AND RESPONSIBILITIES

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake.

It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- Ensuring all student records are maintained for purposes of audit and accountability.
- Interviewing students with learning support needs.
- Identifying individual learning needs and draw up personal learning support plans
- Identify and interview students with extended learning needs.
- Identify individual learning needs and draw up Personal Learning Support plans.
- To create individual timetables for 1:1 support sessions.
- To maintain accurate student records.
- To carry out regular review meetings with students.

- To carry out regular review meetings with Lecturers as appropriate.
- Attend Course Committee Meetings and participate in student reviews and other meetings as appropriate.
- To assist students with their individual learning programmes on a one-to-one basis.
- To transcribe for students with physical/literacy difficulties including note taking, reading, proof-reading etc.
- To enable students to use assistive technologies/ computing equipment/programmes to help them in their studies.
- To assist students undertaking assessments/project work and to help them organise and prioritise their course work.
- To apply for permission for Alternative Assessment Arrangements and to timetable individual student assessments.
- Providing pre-entry guidance to students, including students who may have additional support needs, assisting them in making informed application choices.
- Assist with planning and attendance at Induction, Open Days and Graduation.
- Providing effective advice, guidance and support to learners and colleagues in a wide range of scenarios in relation to pastoral support for students.
- To contribute to college wide safeguarding.
- To support students in sustaining positive mental health and wellbeing.
- Proactively contributing to own personal development and supporting the wider sustainability of NWH.
- Ensuring consistency and equality at all times and proactively engaging in the college's ethos of Excellence for All.
- Ensuring compliance with data protection requirements and all college policies as required, including appropriate responsibility to ensure the health and safety of self and others.
- Working collaboratively with colleagues to ensure a whole college focus and approach.

GENERAL

- Proactively contributing to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensuring consistency and equality at all times;
- Ensuring compliance with data protection requirements and all college policies as required, including appropriate responsibility to ensure the health and safety of self and others;
- Working collaboratively with colleagues to ensure a whole college focus and approach

CONTEXT

- The post requires significant interface with internal curriculum teams, learning centre staff and students
- The role requires a high level of proactivity and strong organisational skills as well as an ability to engage with staff at all levels as well as other external bodies
- The post holder will have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • SCQF Level 7 qualifications (or equivalent) in an appropriate area 	<ul style="list-style-type: none"> • Undergraduate Degree
Experience	<ul style="list-style-type: none"> • Demonstratable knowledge and successful experience of delivering high quality student services • An understanding of safeguarding procedures 	<ul style="list-style-type: none"> • Experience of delivering support sessions to students either in groups or one-to-one
Knowledge & Skills	<ul style="list-style-type: none"> • Excellent administrative, interpersonal, communication, organisation and data skills • Digital fluency, demonstrated by effective use of online student services systems 	<ul style="list-style-type: none"> • Understanding of relevant legislation including health and safety, equalities, data protection • Ability to communicate in Gaelic
Personal Qualities	<ul style="list-style-type: none"> • Confident and outgoing • Approachable, friendly, helpful, solution-focused • Strong values of equality and inclusivity • Respectful of boundaries regarding confidentiality; trustworthy 	
Other	<ul style="list-style-type: none"> • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between UHI centres, as required • Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives 	

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	<p>This post is for 35 hours per week, but you may be required to work additional hours to meet service requirements.</p> <p>The normal full-time working week is one of 35 hours.</p>
Duration	This a permanent post.
Salary	The salary for this post is on Support Scale Point 15-18, (£28,453 - £29,753 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Fort William Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

