

Job Description

Job Title:	Learning Support Worker		
Department:	Student Services	Location:	Stornoway
Grade:	NSUP15-18 £28,453 - £29,753		
Report To:	Student Services Manager		

Job 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 Accountabilities

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.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute 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;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

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 • Ability to act as ambassador for the College in high level external contexts • Also: see personal attributes framework 	
Other	<ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • 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 centres, UHI and within Scotland • Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 28 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, 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 Stornoway 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.

