

Job Description

Job Title:	Learning Development Worker		
Department:	Curriculum	Location:	Any UHI NWH Campus
Grade:	NSUP 19-22		
Report To:	Within curriculum senior management		

Purpose

Learning development workers (LDWs) support and contribute to improving student retention, attainment, and achievement of students. They provide support and guidance to students alongside curriculum and professional services staff to deliver an excellent student experience.

LDWs are highly motivated and supportive team members who will work in collaboration with a range of colleagues, especially between lecturers and students. They will work directly with students, supporting the development of their learning skills and personal progress. They will liaise with curriculum colleagues, quality, student experience and student association colleagues.

LDWs will network closely as a team and share best practice with all student experience and centre engagement colleagues to ensure consistency of approach between departments, campuses and learning centres.

LDWs will assist students in making best use of learning resources, assistive learning technologies and digital pedagogy to support their learning. They will support lecturers to improve and develop high quality learning materials. They will contribute to student induction activities and should be based in one of our main campuses supporting full time students.

Context

- The post requires significant interface with students and lecturers within curriculum teams, with curriculum managers, the student experience team and the performance and planning team.
- The role requires an ability to engage and communicate well with students at all levels, on an individual basis and in groups. The role requires strong organisational skills and to be able to motivate students and drive our quality enhancement agenda.
- The post holder will have access to 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.

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.

1. Provide structured and ongoing support to students through the development and facilitation of scheduled group workshop activity, with a clear focus on developing their learning skills to support retention and attainment
 - a. Design and facilitate group sessions to support the development of metaskills, employability and wider skills as outlined in portfolio and course frameworks;
 - b. Support students through the development of metaskills and their transferrable skills.
2. Provide holistic support to students and work closely with lecturers to enhance the quality of all aspects of the student experience and student journey;
3. Develop and maintain strong relationships with student association colleagues, contribute to the recruitment and support of student voice representatives and student engagement activities;
4. Provide guidance and encouragement to students at all stages in the student journey, including help with student finance, volunteering, work experience and progression activity and in developing career management skills;
5. Proactively monitor, report and take supportive action to improve student behaviour, motivation and attendance/retention in line with college absence management procedures;
6. Maintain systems, records and reports that are required to ensure the efficient coordination of information regarding student progress. Monitor progress, taking quick intervention action when needed, to assist the work of other departments such as student funding, quality and registry;
7. Provide administrative support and assistance in matters related to learning, teaching and assessment when required;
8. Provide first-line support to students, be vigilant in identification of student support needs, refer to relevant student support services and external services (as required);
9. Proactively contribute to team meetings and whole college approaches such as self-evaluation activity, careers/open events and initiatives;

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.

Person Specification

Criteria	Essential	Desirable
Qualifications	Qualification at SCQF level 7 such as HNC or equivalent and above. (consideration may be given to other qualifications)	Professional qualification related to support and guidance; mentoring and coaching.
Experience	<ul style="list-style-type: none"> • Three years of experience and evidenced practice in providing support and working in a person-centred environment • Experience in facilitating workshop/group activity • Experience in a guidance and mentoring role • Experience in working with personal matters of a sensitive nature 	Experience of virtual learning environments Experience within an educational setting
Knowledge & Skills	<ul style="list-style-type: none"> • Administrative, interpersonal, communication and organisation skills • Effective communicator in a range of settings including the online environment such as MS Teams • Proven ability in facilitating workshop/group activity to achieve specified outcomes • Working knowledge of learning, digital pedagogy and college student support services • Digital fluency; demonstrates a strong understanding and ability to effectively use a range of digital tools and technologies • Demonstratable commitment to quality enhancement • Evidence of recent CPD activity 	<ul style="list-style-type: none"> • Ability to communicate in Gaelic • Understanding of relevant legislation including health and safety, equalities, data protection • Skilled in the use of a virtual learning environment or equivalent
Personal Qualities	<ul style="list-style-type: none"> • Positive and outgoing personality • Flexibility in order to meet deadlines • Self motivated • Can work well within a team • Calm and mature approach • Confidentiality 	
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 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	This post is for 17.5 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 19-22, (£31,567 - £33,405 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 Thurso, Dornoch or AIness 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.

