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| **Job description – February 2025** | |
| **Job Title** | **Deputy Director of Studies (Academic Support)** |
| **Reporting Line** | * Director of Studies |
| **Responsible to** | * Academic Director (Quality and Student Experience) * Director of Studies * Academic Director (Education) * Heads of School |
| **Responsible for** | * No line management responsibility |
| **Key Contacts** | * Faculty, Registry and iCentre Team * Deputy Director of Studies (Student Engagement) * Academic Engagement Officer * Learning Resources Team * Academic Director (Education) * Head/Deputy Head of Schools * UCLan Schools * Students * Access and Participation Plan (APP) Champion |
| **Overall Job Purpose** | * Deputising and assisting the Director of Studies in managing matters relating to student journey, specifically relating to appeals, academic offences and student advice. * Working with the Academic Director (Quality and Student Experience) and Director of Studies on improving academic support provision, working closely with the Deputy Director of Studies (Student Engagement), and wider professional services within the institution. * In consultation with Academic Director (Quality and Student Experience) and Director of Studies, develop strategic plans in supporting students’ academic support mechanisms and success including academic advising, academic writing and support tutoring. * To deputise for Director of Studies in his/her absence * Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, and security of information as appropriate. Take personal responsibility for all personal data within own working environment |
| **Key Responsibilities** | * Supporting the Director of Studies in areas of academic appeals, including internal resolution process within the university and liaise with the external colleagues to ensure that all academic appeals are considered in a timely manner and in accordance with the Academic Regulations * Ensuring consistent implementation of the Academic Regulations and supporting development of consistent practice in mitigation and extension and academic offence procedures * Be the named signatory of all (as appropriate) letters sent to students regarding their appeals outcome, and to take responsibility for responding to and investigating results queries not readily resolved by the Faculty and Registry Office or external assessment colleagues * To act as academic adviser, provide English language and academic writing support for student who are not native speakers of English, and where necessary, support for students having difficulties with presentation skills * To ensure that accurate records of all student contacts and appointments are maintained on the university student case management system * In collaboration with the Deputy Director of Studies (Student Engagement), monitor and manage risk associated with the student engagement and adverse effects on continuation and completion rates * Lead on developing and delivering interventions aimed at improving academic support provisions for students at risk of withdrawal and students identified in the Access and Participation Plan (APP) * Deliver a data led, evidence-based approach for academic support provision, and provide detailed analysis and narratives of data assessing outputs and impacts of support activities and interventions for relevant committees * Any other duties temporarily or on a continuing basis, as reasonably be required by the management |
| **KPIs** | * Academic support concerns raised * Continuation and completion rates |
| **Knowledge/Skills** | * Ability to lead and develop others * Ability to manage change * Political and innovative negotiating skills * Strong computer literacy. * Ability to be responsive and make decisions while under pressure in fast moving environment * Excellent written and verbal communication skills. |
| **Attributes** | * Ability to work co-operatively and as leader and part of a team * Ability to represent the Faculty internally and externally as required * Flexible approach, excellent interpersonal and negotiating skills * Commitment to LCA’s values, and willingness to contribute to the collective life of the Faculty and the organisation * Ability to work with tact, diplomacy and discretion, particularly when dealing with sensitive or confidential matters |
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This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed with consultation with the post holder. Job descriptions cannot be exhaustive and so the post holder will carry out any other duties commensurate with the purpose of the job.

**February 2025**

**PERSON SPECIFICATION**

**Job Title:** Deputy Director of Studies (Academic Support) **Date:** February 2025

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| **Selection Criteria** | **Essential (E) or Desirable (D)** |
| **Qualifications:**  Educated to Masters level standard (or equivalent qualification) and work experience relating to the academic support provisions  Fellowship of Advance HE or equivalent teaching qualification | **E**  **D** |
| **Experience:**  Experience of teaching in UK higher education (HE)  Experience with academic support provisions within an HE or similar environment  Experience of committee/panel work  Experience of identifying and implementing creative improvements to procedures and systems | **E**  **E**  **D**  **D** |
| **Skills and Knowledge:**  Track record in developing strategies relating to academic support provisions and outcomes  Data analysis skills and ability to use data to set targets and identify and drive improvements  Effective communication skills, both oral and written, with the ability to collate and present information to others  The ability to draft nonstandard documents and reports and present to relevant committees and panels  Competent in a range of IT software, including Word and Excel | **E**  **E**  **E**  **E**  **E** |
| **Competencies and Personal Attributes:**  Ability to command the respect of colleagues, with a professional approach to work  An effective team member and contribute to team’s success  A demonstrable commitment to providing a customer-oriented service and enhancing the student experience  Proactive and able to use initiative to resolve student issues | **E**  **E**  **E**  **E** |
| **Business Requirements:**  Ability to work under pressure during certain period of the year  Flexible approach to work, and ability to cope with changing priorities as required | **E**  **E** |
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**Essential Requirements** are those, without which, a candidate would not be able to do the job

**Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements