

Job description - August 2026	
Job Title	Deputy Director of Studies (Academic Support)
Reporting Line	• Director of Studies / Academic Director (Quality and Student Experience)
Responsible to	• Academic Director (Quality and Student Experience) • Director of Studies • Academic Director (Education) • Heads of School
Responsible for	• Academic Integrity Lead • Academic Support Officer
Key Contacts	• Faculty and Quality Office • iCentre Team • Deputy Director of Studies (Student Engagement) • Director of Studies Officer/Student Success Team • Learning Resources Team • Academic Director (Education) • Head/Deputy Head of Schools • University of Lancashire Student Services • Students
Overall Job Purpose	• Leading on matters relating to the student journey, specifically appeals, academic integrity and student advice, and deputising for the Director of Studies as required. • Owning and driving the strategic development of academic support provision, in consultation with the Academic Director (Quality and Student Experience) and Director of Studies, and 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 • Represent academic support provision at relevant internal committees and in external/regulatory engagement, and lead the alignment of academic support strategy with wider Director of Studies team priorities, including Access and Participation Plan (APP) commitments
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 Quality Office or external assessment colleagues • To oversee the quality and consistency of academic advice, English language and academic writing support, and presentation skills support delivered to students by the Academic Support Officer, stepping in personally only for the most complex or escalated cases • To develop, organise and run intervention and support plans and workshops for students identified as at risk of withdrawal, non-continuation or assessment failure, and to design wider academic support workshops or sessions appropriate for students during the teaching period and period leading up to reassessments; working collaboratively with Course Leaders to identify cohort-level patterns, including academic skills gaps, assessment readiness and emerging risks, and use this to inform targeted, personalised academic support and interventions. • 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 • Working collaboratively with the Academic Integrity Lead and the wider Director of Studies team, who hold ownership of the Access and Participation Plan (APP), on developing and delivering interventions aimed at improving academic support provisions for students at risk of withdrawal, including those identified through the 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
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KPIs	• Academic support concerns raised • Proportion of identified at-risk students receiving a timely intervention or support plan, and outcomes (continuation/re-engagement) following intervention • 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

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.

August 2026

PERSON SPECIFICATION

Job Title: Deputy Director of Studies (Academic Support)**Date:** August 2026

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 E
Experience: Significant experience of academic management or leadership in UK higher education (HE) Experience with academic support provisions within an HE or similar environment Experience of working with HE regulatory bodies (OfS and QAA) Experience of committee/panel work Experience of identifying and implementing creative improvements to procedures and systems	E E D D E
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 Knowledge of Access and Participation Plan (APP) in supporting students	E E E E E E/D
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

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