

JOB DESCRIPTION

Job Title:	Student Success Strategic Project Lead	Grade:	AC5
Department:	Vice Chancellor's Office	Date of Job Evaluation:	TBC
Role reports to:	Pro Vice-Chancellor (Education)	SOC Code	TBC
Direct Reports	TBC		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

This role will take a leading role in the implementation of the Student Success Sub Strategy for the University.

The role will lead the implementation of the personal tutoring model across the university to enhance the inclusivity and effectiveness of academic support, with a focus on improving continuation and completion, NSS outcomes relating to academic support, graduate outcomes and the BAME awarding gap.

The role will oversee the application of policies and procedures in relation to student casework, ensuring that all cases are handled appropriately and completed within their stated timeframes. The role holder will co-ordinate the work of the Faculty Senior Tutors and lead and advise academic members of staff who are personal tutors and oversee complex casework.

The role will work closely with faculties and Student and Academic Services to ensure relevant student regulations, policies and procedures are as effective as possible.

KEY ACCOUNTABILITIES:

Team Specific:

- Leading the implementation of an institution wide personal tutor framework for taught programmes leading to the delivery of agreed objectives for the Student Success Sub-Strategy.
- Liaise with faculties, faculty senior tutors, professional services (including the Student Engagement Team, Student Services and Student Registry) and Greenwich Students' Union to ensure that personal tutoring is consistently implemented across the university.

- Lead relevant academic staff in Schools, professional services (including the Student Engagement Team, Student Services and Student Registry) and Greenwich Students' Union to ensure that the roles of tutors fully support programmes, including placement programmes.
- Develop training and support materials for personal tutors, and share best practice.
- Support the use, and development of learner analytics for use, by tutors to make effective interventions.
- Contribute to the scoping and development of an online personal tutoring system.
- Coordinate the work of the faculty senior tutors.
- Liaise with faculties and Student and Academic Services (SAS) to ensure that the policies, procedures and regulations that impact on students work well in practice, making recommendations for amendments to SAS where necessary.
- Contribute to the Student Lifecycle Management (SLM) project to design an online casework platform and advise on how SLM can best support personal tutoring.
- Deputise for the Pro Vice-Chancellor when required to chair academic appeal committees and/or student complaint review panels.
- Produce an annual report of issues and themes arising from the work with students and the learner analytics to inform the development of effective institutional policies and procedures.
- Lead on, chair or contribute to relevant projects and develop research-informed enhancements related to student support.
- Be a member of relevant internal and external committees appropriate to the role.
- Build effective and accountable relationships with relevant senior colleagues across faculties and professional services to deliver the portfolio.
- Provide senior level advice to the university on matters relating to the portfolio, based on an awareness of sector guidance/good practice and research evidence.
- Any other responsibilities as may be agreed from time to time with the PVC Education.

Teaching and scholarship

- Lead in the development and enhancement of curricula, policy or initiatives in student success at the leading edge of practice.
- Lead in the development of educational excellence across the institution.
- Learning and teaching and/or student success strategies at Faculty and University level
- Work proactively on specific research topics aligned to your own and the department's research interests.
- Lead on personal and academic tutoring of undergraduates.
- Lead and support others in the design and development of new courses/modules demonstrating excellent curriculum design.

Generic:

- Ability to identify and work in collaboration with appropriate stakeholders for example Professional Services, Faculties, GSU and students
- Ability to lead, develop and motivate a team in the provision of personal tutoring support
- Ability to oversee and co-develop, run and administer interventions aimed at improving the academic and pastoral care of students

Managing Self:

- The role holder will be self-motivated with the ability to work independently and on own initiative without constant supervision and with minimum amount of day-to-day supervision
- To show initiative in contributing to the development of the university's personal tutoring provision
- To work accurately under pressure and to tight deadlines as required
- Ability to work flexibly to support university activities at peak periods (e.g. Welcome and Registration) and ability to continue delivery where deadlines and criteria may need to change with minimal notice

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the VCO Office delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Continuation and completion rates

- NSS scores for academic support
- Graduate outcomes
- BAME awarding gap
- Complaint and Appeals resolved at informal stage
- Quantity of case work and time taken on casework
- Engagement measures within Learner Analytics

KEY RELATIONSHIPS (Internal & External):

- University Students
- Deputy Deans
- Faculty Senior Tutors
- Associate Deans (Student Success)
- Student Engagement Manager
- Head of Academic Registry
- Retention and Success Officers (RSOs)
- Planning and Statistics
- Student and Academic Service Teams, including Student Wellbeing Services, Student Centre, Student Registry
- GSU
- Relevant external bodies, such as UKAT

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Significant experience at senior level within an education organisation of comparable size and complexity. • Significant experience of implementing frameworks/initiatives/models that support the delivery of organisational strategic objectives. • Proven track record of collaborating with colleagues to ensure that personal tutoring is consistently and effectively implemented. • Significant experience of creating and rolling out resources/systems to support the work of tutors. 	<p>Experience</p>

- Significant experience of applying policies and procedures relating to student casework ensuring compliance and that all cases are handled appropriately.
- Substantial experience of reviewing and developing student policy and procedures.
- Significant experience of leading casework investigations and leading and advising academic members of staff who are personal tutors and oversee complex casework.

Skills

- Well-developed knowledge of the policies and regulations that impact on students and the inter-relationships between them.
- A broad understanding and appreciation of personal tutoring models
- A comprehensive understanding of the connection between faculties and professional services and how they impact on student success.
- Well-developed organisational and management skills
- Well-developed interpersonal and communication skills with the ability to motivate and influence others.
- Capacity to listen and consult, good negotiation skills
- Strong decision-making skills, able to assess information accurately and effectively, and take ownership of results.
- Well-developed project management skills and the ability to use innovation and creativity to solve complex problems.

Skills

<p>Qualifications</p> <ul style="list-style-type: none">• PhD degree or equivalent professional practice in a relevant subject <p>Personal attributes</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	<p>Qualifications</p> <ul style="list-style-type: none">• Senior Fellowship of the HEA as a desirable qualification. <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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