

## **JOB DESCRIPTION**

**1. JOB TITLE:** Support Worker (Learning Facilitator)

**2. ROLE CODE:**

**3. DEPARTMENT & REFERENCE NO:**

**4. ORGANISATION CHART:** Reporting to Deputy Head of Marketing and Professional Development

**5. JOB PURPOSE:**

Directed by, and in collaboration with the Deputy Head of Marketing and Professional Development and the Senior Lecturer, Chester Business School (CBS), the role holder will:

- support the Senior Lecturer (CBS) in the facilitation of lectures by encouraging students to actively interact with the session, including student attendance check-ins and addressing any issues as required;
- support the Senior Lecturer in the delivery of seminars and tutorials;
- support the Senior Lecturer with their students to maximise their engagement, achievement and progression;
- work as a member of the relevant academic department to motivate students to succeed and to achieve aspirational academic targets.

**6. WORK PERFORMED AND/OR KEY RESULT AREAS:**

### **6.1 Communication**

- To support the delivery of seminars/tutorials to groups of students to support and enhance their learning experience. All content will be developed and delivered by the Senior Lecturer (CBS).
- Through effective written and oral communication, to operate effectively in the digital environment and embrace the opportunities provided by the e-learning environment.
- To use Microsoft Teams and Moodle effectively to support students' learning.
- To work with programme teams to help students become familiar with the University's virtual learning environments (Moodle and Microsoft Teams) and develop good practices.
- During the delivery of lectures, to assist the Senior Lecturer (CBS) in the facilitation of the session and encourage the students to actively interact with the session.
- Working with programme teams, to provide targeted student support.
- Working with the Senior Lecturer (CBS) to signpost and help students locate additional learning resources via the University's Library service or via other agreed platforms.

## **6.2 Teamwork and Motivation**

- To work with the Deputy Head and Senior Lecturer (CBS) to facilitate the learning of students.
- To support teaching teams as appropriate.
- The role holder does not have any supervisory responsibility.

## **6.3 Liaison and Networking**

- To liaise with the Deputy Head and Senior Lecturer (CBS) regarding their requirements for the seminars/tutorials.
- To liaise with colleagues across the academic and programme/ admin terms to share up-to-date information on student progress and attendance.

## **6.4 Service Delivery**

- To provide a helpful, reactive service to the requests of the Deputy Head and/or Senior Lecturer (CBS) regarding the facilitation/support of teaching sessions.
- To respond to students requests for assistance within sessions, referring back to the relevant Senior Lecturer (CBS) in complex or difficult situations.
- To assist the Senior Lecturer with completion of administrative tasks, and setting priorities.

## **6.5 Decision Making**

- To make independent decisions regarding the support and guidance provided to students and staff, with guidance from the Deputy Head or Senior Lecturer (CBS).
- The role holder will not be required to make collaborative decisions or to provide advice to students to enable them to make decisions.

## **6.6 Planning and Organising Resources**

- To plan and organise their own time and workload to meet the requirements for the seminars/tutorials, as outlined by the Deputy Head and/or Senior Lecturer (CBS).
- To plan, facilitate, and organise effectively to ensure the students complete the required tasks, as set by the Senior Lecturer (CBS), in each seminar/tutorial.

## **6.7 Initiative and Problem Solving**

- To solve standard day to day problems that may arise, e.g. to provide subject-specific guidance to students in order to enable them to achieve maximum potential or to point them towards relevant sources of further information.

## **6.8 Analysis and Research**

- In preparing for a seminar/ tutorial, to read any relevant information provided and analyse the requirements before the session takes place, in order to be fully prepared.

## **6.9 Sensory and Physical Demands**

- Working within standard IT equipment in all roles. In certain subjects, subject specific equipment may be required.
- Sensory and physical demands are light.

#### **6.10 Work Environment**

- The role holder will be based in an, IT suite, office, classroom or home environment.
- The role holder does not have responsibility for the health and safety of others beyond due care.

#### **6.11 Pastoral Care and Welfare**

- To show a basic sensitivity to students who may be showing signs of distress
- To refer students to their Personal Academic Tutor (PAT) for specialist support and guidance if required and communicate with the PAT accordingly.
- The role holder *must* be fully alert to any potential student wellbeing issues and refer on to the relevant student support mechanisms immediately (academic staff, PATs, Student Futures Support). All support mechanisms will be fully covered in the essential new starter training.

#### **6.12 Team Development**

- This is not a requirement of the role.

#### **6.13 Teaching and Learning Support**

- To support the delivery of seminars/tutorials to groups of students to enhance their learning experience on campus and online. All content will be developed by the Senior Lecturer (CBS).
- To review teaching material (where appropriate) and suggest areas for clarity/ amends

#### **6.14 Knowledge and Experience**

- Please see Person Specification below.

#### **6.15 General**

- The role holder **is not** expected to undertake an academic teaching role. There is no requirement in the role for resolution of academic problems, intellectual issues or issues of scholarly learning support.
- There is **no** requirement for assessment (marking). A member of academic staff is always available to assist the role holder with any issues that may occur within the scope of the role.
- To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.
- To take responsibility for upholding and complying with the University's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.
- To comply with all University Health and Safety and research ethics policies.

| PERSON SPECIFICATION                                                                            |                         |                                |
|-------------------------------------------------------------------------------------------------|-------------------------|--------------------------------|
| Job Title: Learning Facilitator                                                                 |                         | Department: Various            |
| Criteria                                                                                        | Essential/<br>Desirable | Method of<br>identification    |
| <b>Qualifications:</b>                                                                          |                         |                                |
| Masters level qualification                                                                     | Essential               | Application Form               |
| Undergraduate degree in relevant discipline.                                                    | Essential               | Application form/<br>interview |
| IELTS Level 7 (required for applicants with a first language other than English)                | Essential               | Application form/<br>interview |
| <b>Proven Experience:</b>                                                                       |                         |                                |
| Experience of clearly communicating information to others in oral and written formats.          | Essential               | Application form/<br>interview |
| <b>Delivering academic and service excellence:</b>                                              |                         |                                |
| Excellent IT skills.                                                                            | Essential               | Application form/<br>interview |
| Effective communication skills to facilitate the learning of students with varying experiences. | Essential               | Application form/<br>interview |
| Computer literacy, particularly with ability to use Microsoft Teams and Moodle.                 | Essential               | Application form/<br>interview |
| <b>Managing self and inspiring others:</b>                                                      |                         |                                |
| Good organisational skills and ability to support seminars and tutorials effectively            | Essential               | Interview                      |
| Adaptable, hard-working, self-disciplined, and committed.                                       | Essential               | Interview                      |
| <b>Working together:</b>                                                                        |                         |                                |
| Ability to work effectively as part of a team, and support students and academic staff          | Essential               | Application form/<br>interview |
| <b>Organisational and stakeholder awareness:</b>                                                |                         |                                |
| Ability to use initiative and take a positive approach to supporting students and colleagues    | Essential               | Application form/<br>interview |

**UNIVERSITY OF CHESTER  
TERMS & CONDITIONS OF EMPLOYMENT**

**MARKETTING AND PROFESSIONAL DEVELOPMENT  
ACADEMIC SUPPORT WORKER  
FIXED TERM CONTRACT UNTIL 29/06/2029**

**SALARY SCALE**

University Scale OS3, point 12, £24,685 per annum pro rata payable monthly in arrears.

**HOURS OF WORK – 8 HOURS PER WEEK**

To be worked within the University standard working pattern as seen below:

|                    |                                                      |
|--------------------|------------------------------------------------------|
| Monday to Thursday | 9.00am - 5.30pm                                      |
| Friday             | 9.00am - 4.30pm (less one hour lunch break each day) |

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

**HOLIDAY ENTITLEMENT**

In addition to statutory Bank/Public Holidays and Christmas Closure days, staff are entitled to 22 days annual leave per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days after five years' continuous service.

**DISCLOSURE & BARRING SERVICE CHECKS**

The successful applicant will have to undergo a DBS check before an appointment can be made.

**MEDICAL EXAMINATION**

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

**ESSENTIAL CERTIFICATES**

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by Human Resources.

**PENSION SCHEME**

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by AVIVA.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

**EQUAL OPPORTUNITIES**

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.