

# Academic Facilitator

## Job Specification

### JOB DESCRIPTION

<b>Employment status:</b>	Full time, fixed term maternity cover (up to 12 months)
<b>Hours:</b>	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m.
<b>Location:</b>	Horizons, 60 Queen's Road, Reading, RG1 4BS however please note we are working flexibly due to the pandemic (home/remote, office, or a combination) <i>Happy to talk flexible working and reasonable adjustments</i>
<b>Department:</b>	Learning, Teaching & Apprenticeships
<b>Manager:</b>	Phil Russell, Head of Learning and Teaching Enhancement
<b>Liases with:</b>	Students, Programme and Module Leaders, Associate Heads of Faculty, Apprenticeship Team, Online Education team, internal tutors, external Associate Tutors, Professional Services teams

### Summary of the role

The aim of your role is enhancing our student experience and delivering student success. The main purpose of your role will be to facilitate student learning in the Built Environment discipline areas, working as part of our Learning and Teaching Enhancement team (L&TE), and with colleagues in all areas of UCEM.

You will support the faculty academic programmes and teaching modules by providing reactive, first-line responses to student communication within our Virtual Learning Environment (VLE). You will respond to students and signpost them as appropriate, within specified time limits to meet student expectations and deliver a great student experience. You will also proactively communicate with students to encourage engagement with learning, and work collaboratively with other UCEM teams to identify appropriate learning strategies and solutions for students. You will be responsible for online student engagement in modules and programmes of study, with the aim of maximising progression and completion rates, whilst fostering a 'community feel' to the studies of our learners.

### Duties and responsibilities

As a member of the L&TE team, you will work with course cohorts and individual students to facilitate their effective, independent, distance learning experience. This will maximise student progression, academic achievement, as well as completion and success rates. Your work activities will include, but are not limited to:

- Monitoring student communication channels and providing prompt first-line responses.
- Triaging student communications and signposting these to the appropriate team within UCEM.
- Liaising closely with Module Leaders to follow-up on actions flowing from student communications.
- Working with Module Leaders, Programme Leaders and the Apprenticeship Team, to facilitate students who are not engaging and are at risk of being less successful and/or withdrawing.

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- Promoting and enhancing student performance, retention and success through facilitation activities which create interest, understanding and enthusiasm amongst students.

### Line management responsibilities

None

### Financial accountabilities

None

## PERSON SPECIFICATION

A = Application/CV    I = Interview    T = Test

<b>Qualifications and training</b>			
<b>Essential</b>	<b>How tested</b>	<b>Desirable</b>	<b>How tested</b>
Relevant academic qualifications (to at least first-degree level)	<b>A</b>	Relevant professional membership and/or postgraduate qualification	<b>A</b>
		Teaching qualification (or equivalent) and/or a Higher Education Academy (HEA) fellowship	<b>A</b>
<b>Previous experience</b>			
<b>Essential</b>	<b>How tested</b>	<b>Desirable</b>	<b>How tested</b>
Relevant demonstrable experience of working with students to support them in becoming successful	<b>A I</b>	Working in a similar role	<b>A</b>
		Working within the same or similar sector	<b>A</b>
		Delivering programmes and modules, whilst adhering to relevant QA procedures	<b>A I</b>
		Facilitating independent study	<b>A I</b>
<b>Skills, knowledge and aptitudes</b>			
<b>Essential</b>	<b>How tested</b>	<b>Desirable</b>	<b>How tested</b>
Understanding of current developments within professional, further or higher education within relevant fields	<b>A I</b>	Knowledge of the operation and management of academic or professional programmes	<b>A I</b>
Impeccable communication and presentation skills, in particular an ability to communicate with people of all ages and levels	<b>A I</b>	Knowledge of issues surrounding online learning	<b>I</b>

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Ability to communicate complex ideas effectively	<b>A I</b>	Understanding of the importance of the student experience	<b>I</b>
Ability to work effectively as part of a team and collaborate with colleagues	<b>A I</b>	Knowledge of supporting students within a Higher or Further Education setting	<b>I</b>
Excellent IT skills including an ability to work effectively within a Virtual Learning Environment	<b>A I</b>	Individual and/or small group coaching skills in an academic or professional context	<b>A I</b>
Exceptional organisational and time management skills	<b>A I</b>		
<b>Other or special requirements</b>			
<b>Essential</b>	<b>How tested</b>	<b>Desirable</b>	<b>How tested</b>
Commitment to Student Success; at UCEM we all work hard to make sure that our students are successful	<b>I</b>		
Ability to work flexibly, if required, to accommodate the needs of a diverse range of students	<b>I</b>		
<b>VALUES – we expect all new employees to demonstrate our values at work</b>			
<b><i>We will test these as part of the interview process</i></b>			
<b>Passion – we care</b>			
<ul style="list-style-type: none"> <li>• We want each and every one of our students to succeed</li> <li>• We do the right thing by our students and customers; that means we do whatever we can to ensure that no student falls behind in their studies, and that no customer is unhappy with the service they receive</li> </ul>			
<b>Integrity – fairness first</b>			
<ul style="list-style-type: none"> <li>• We model integrity in everything we do</li> <li>• We never compromise on honesty or trustworthiness</li> <li>• We adhere closely to laws and compliance standards</li> <li>• We do what we say we will do, and fulfil our promises to staff</li> </ul>			
<b>Excellence – we aim high</b>			
<ul style="list-style-type: none"> <li>• High standards drive everything we do</li> <li>• We deliver excellence, strive for continuous improvement and respond dynamically to change</li> <li>• Each one of us is personally responsible and accountable for the quality of whatever we do</li> <li>• We listen to our students and understand their expectations</li> <li>• We strive to exceed expectations in quality and delivery</li> </ul>			
<b>Support – we support and respect each other</b>			
<ul style="list-style-type: none"> <li>• At UCEM each member of staff does everything they can to help other staff and students to achieve their goals</li> <li>• We respect others and their opinions, we are open to ideas, we trust each other</li> <li>• We promote a supportive working environment across UCEM that extends to our students</li> <li>• We value and reward each individual's skills, working towards common goals with shared objectives and through collaborative practice</li> </ul>			

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### SAFEGUARDING AND PREVENT

Please note any appointment to this post is conditional upon and subject to an enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS), which will also include a check of the DBS Barred Lists.

If you are appointed to this post you will also be required, as part of your induction training, to undertake training relating to safeguarding and Prevent. This training will be both face-to-face and online. Any prior training in these areas is helpful, however it will not make you exempt from undertaking training with us.

## BENEFITS

- Salary range £25,000 to £30,000 per annum. Full Time Equivalent.
- 24 days paid holiday (rising with service to 27) plus paid bank / public holidays and up to 5 paid closure days; all per holiday year Full Time Equivalent. Holiday buy/sell available.
- Salary exchange pension scheme (auto-enrolment to the People's Pension). You will automatically be opted-in to salary exchange (the term we use for salary sacrifice). You may opt-out.
- Employee Assistance Programme and wellbeing support.
- Horizons: There are limited paid parking spaces however you may ask to join the Waiting List. There is no guarantee you will be successful in obtaining a space before or after commencing employment, so you will need to consider alternative travel arrangements. *Please note these arrangements may vary due to the current pandemic.*
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Voluntary Healthcare Scheme.
- Charity giving.
- Access to IT and retail discounts.
- Life assurance provision.

*On the jobs page of our website you will find the full list of employee benefits at UCEM*

## APPLICATION PROCESS

### Preferably by email to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

Please send the following documents:

- 1) Your up-to-date CV;
- 2) A covering letter outlining your suitability\* for the role with your salary details; and
- 3) A completed **Recruitment Check Form**, available from the jobs section of our website at [www.ucem.ac.uk](http://www.ucem.ac.uk)

\*We hope that you take time to consider the UCEM Values when you prepare your job application; you may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/wp-content/uploads/2019/08/UCEM-Vision-brochure-Digital.pdf>

Internal applicants are advised to inform their line manager of their application.

### Informal discussion

If you are unsure whether to apply for this vacancy as you don't meet every essential element of the Person Specification above, we strongly encourage you to call the hiring manager (details below) to discuss your skills and experience. If you are excited by this role, do not rule yourself out; it still might be worth submitting an application.

For an informal discussion about the role please contact Phil Russell on 0118 467 2016 or email [p.russell@ucem.ac.uk](mailto:p.russell@ucem.ac.uk).

For any other enquiries please contact HR on 0118 467 2243 / 2349 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

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NO AGENCIES – WE DO NOT USE AGENCIES NOR CAN WE ACCEPT CV SUBMISSIONS

### Closing date

Monday 7 December 2020 at 12:00 noon.

### Interview date

Dates for interview will be advised to you later in this process.

Please note, applications may be reviewed as and when they are received, so you may be invited to interview ahead of the closing date. Due to the current pandemic, you are advised that we may carry out interviews over Zoom, rather than inviting you to visit our Reading office.

Please be prepared that there may be a two-stage interview process, held on different dates. As part of any interview process with UCEM, you will meet with a member of the Senior Leadership Team; subject to availability this may be a Zoom or telephone interview.