

## JOB DESCRIPTION

**Job Title:** Associate Dean of Academic Support

**Accountable to:** Director of Library and Student Support Services

**Contract Length:** Permanent

**Hours per week/FTE:** 37hpw/FT

**Weeks per year:** 52

**Salary:** £65,000 - £70,000 pa

**Grade:** Individual

**College/Service:** Academic Development & Services:  
Library and Student Support Services

**Location:** High Holborn (but will need to work across all sites)

### Purpose of Role:

To provide University-wide leadership for Academic Support by overseeing the development, management and delivery of a high quality online and face-to-face Academic Support offer that is tailored to the creative characteristics of UAL and its diverse student communities, and contributes to improving retention, continuation and attainment as well as student satisfaction. Through their role as Chair of the Academic Support Management Team, the postholder coordinates the work of four college-based teams and one UAL-wide team to ensure a consistent and inclusive approach to Academic Support is in place across the University and its constituent Colleges.

To contribute to the Library and Student Support Strategy as a member of the Leadership Team for the Library and Student Support Services Directorate. This Directorate brings together a wide portfolio of offers (Academic Support; International Student Experience and Language Development; Library Services; Student Services) to *"provide students with integrated academic and pastoral support to enable the development of creativity and resilience so they can fulfil their potential and get the best from their university experience"* (UAL Academic Strategy).

To participate in University-wide developments and represent Academic Support at University meetings, as well as promote Academic Support, the Directorate and UAL within external professional networks.

### Duties and Responsibilities:

#### Academic Support Leadership

1. Coordinate the development, management and delivery of the online and face-to-face Academic Support offer by steering the work of UAL's Academic Support teams in order to enhance students' learning experiences and academic progress from pre-enrolment through to graduation.
2. Ensure that the agreed set of core values and standards are understood and adopted by staff providing Academic Support, hence achieving parity, clarity and accessibility of Academic Support to all students, from FE through to PhD level.
3. Lead a culture of continuous improvement, innovation and collaboration by designing and implementing staff development and other activities for staff working within Academic Support.
4. Act as the primary advocate for Academic Support, leading, challenging, motivating and inspiring colleagues and stakeholders across the University.
5. Provide expert advice about Academic Support and deliver briefings as well as other staff development events to enhance colleagues' understanding of Academic Support and related services, liaising with the University's Teaching and Learning Exchange and the Colleges.
6. Develop a coordinated approach to internal communications for Academic Support in liaison with colleagues in the Directorate and the Internal Communications Department, creating and maintaining a high visibility provision.
7. Represent Academic Support at relevant University meetings and maintain effective communications and relationships with colleagues across the University to ensure the ongoing relevance and integration of Academic Support within academic and student experience developments of the University and its Colleges.

### **Academic Support Management and Administration**

8. Oversee the design and implementation of systems and processes that enable a consistent approach to monitoring, evaluating and reporting on the quality and impact of Academic Support across the University, using appropriate performance indicators and benchmarking tools.
9. Provide management oversight of the UAL-wide Academic Support team and line manage specified staff in accordance with HR policies and procedures.
10. Set, manage and monitor the annual budget for the UAL-wide Academic Support offer in accordance with the University's financial regulations.

### **Library and Student Support Strategy and other University Strategies**

11. Work closely with the Director of Library and Student Support Services and other members of the Directorate's Leadership Team to develop the strategic vision and direction for Library and Student Support Services that takes account of the University's key priorities and academic portfolio.
12. Lead, manage and contribute to relevant Directorate groups as part of its governance structure as well as leading specific initiatives that facilitate joined-up approaches to library and student support activities.
13. Provide input as required into the development of University strategies and contribute to academic enhancement and curriculum development activities on any matters associated with Academic Support.
14. Lead, manage and contribute to relevant University-wide projects and programmes as required.
15. Deputise for the Director in their absence as required.

### **Professional Development**

16. Keep up-to-date with sector-wide developments in Academic Support/Learning Development, the pedagogies of art and design education, and quality assurance and enhancement matters, ensuring colleagues are informed of relevant developments and their implications.
17. Undertake research and scholarly activity relevant to Academic Support.
18. Participate in professional networks within and outside the University ensuring effective 'horizon scanning' of emerging national developments in relation to Academic Support, representing the University's views as appropriate, and thereby also promoting the University in the sector.

### **In addition to the above, the post-holder will:**

19. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
20. Undertake health and safety duties and responsibilities appropriate to the role
21. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
22. Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
23. Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
24. Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
25. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Library and Student Support Services Leadership Team
- Academic Support colleagues across UAL and Library and Student Support Services staff
- Academic Development & Services (ADS) Senior Management Team, and other ADS colleagues including staff within the Teaching and Learning Exchange, Outreach Team, Academic Registry, UCPU
- IT Services and the University's Digital Team
- University Executive Board members and other senior managers across the University, including the Deans and Associate Deans within the Colleges who line manage the Heads of Academic Support
- Students' Union and students

**Specific Management Responsibilities**

**Budgets:** c£300-£350k (for consumables and staffing) plus any project-related funds

**Staff:** 2.6 FTE within the UAL-wide Academic Support Team (FT Academic Support Coordinator; PT Digital Curator; 2 PT Academic Support Administrators), plus a range of hourly paid staff

**Other:** Academic Support Online (Academic Support's multi-functional digital platform)

**Signed:** Pat Christie (Recruiting Manager)

**Date of last review:** 12 November 2018

## Associate Dean of Academic Support

Person Specification	
Specialist Knowledge/ Qualifications	<p>A postgraduate degree plus a teaching qualification or equivalent. (Desirable: Senior Fellow of HEA or equivalent)</p> <p>Significant knowledge of current pedagogic practices within learning development (essential) and creative arts education (desirable)</p> <p>Knowledge of current developments within UK HE, relevant to student support and learning</p>
Relevant Experience	<p>Substantial experience of teaching and research in learning development (essential) and the creative arts (desirable) in HE</p> <p>Experience of working with students from diverse backgrounds</p> <p>Experience of developing online resources and using digital tools and e-learning packages to support student learning</p> <p>Experience of leadership and management in learning development (essential) and the creative arts (desirable), including proven capability to lead policy developments and quality enhancements</p> <p>Significant experience of managing and leading people, with a proven capability to inspire, advocate, influence and engage others</p> <p>Experience of successful management and delivery of transformational change within an HE setting, including culture change and managing stakeholder expectations</p> <p>Experience of financial management and resource planning</p>
Communication Skills	Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively and sets the direction of one or more functions, promoting collaboration across formal boundaries
Research, Teaching and Learning	Applies innovative approaches in leading teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity, including through the use of digital tools
	Applies own research to develop learning development (academic support) practice and effective support for students
Professional Practice	Contributes to advancing professional practice in own area of specialism including through external networks and conferences
Planning and managing resources	Effectively plans and manages operational activities or large projects to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience	Makes a significant contribution to improving the student experience to promote an inclusive environment for students and colleagues
Creativity, Innovation and Problem Solving	Identifies innovative and sustainable solutions to problems to bring a wider benefit to the organisation

**Last updated: 12 November 2018**