



# JOB DESCRIPTION

1. Job specifics	
Job Title:	ACE Lecturer
Reports to:	Associate Dean, Learner Skills Development
Location:	London
Department:	ACE Team

2. About the role	
What you'll be doing?	<p>You will be working with the Academic Community of Excellence (ACE) team to support learners with their academic skills development alongside their classes.</p> <p>You will be delivering effective teaching, learning and support enabling learners to gain the skills they need to succeed as well as excel in their studies.</p>
Key Responsibilities	<ul style="list-style-type: none"> <li>• To deliver engaging and creative learning to meet the needs of the learner</li> <li>• To plan, prepare and deliver effective and engaging one-to-one tutorials and drop-in sessions to support and develop student's learning and academic skills for a wide range of programmes and subject areas</li> <li>• To develop learning support and skills materials and resources (for face-to-face and online) and maintain them on the Virtual Learning Environments (VLEs)</li> <li>• To plan, prepare and deliver effective and engaging academic workshops (face-to-face and online) and make the accompanying video guide as required</li> <li>• To keep accurate tutorial records to monitor learner progress and achievement</li> <li>• To liaise with all staff and attend meetings as required to enhance and maintain the quality of the student experience</li> <li>• To organise and promote Academic Community of Excellence (ACE) at QA events</li> <li>• To build and grow positive relationships with ACE team colleagues, staff in other teams and various stakeholders where needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• To be a Personal Tutor and provide guidance, support and tutorship for student groups and individuals as appropriate</li> <li>• To meet partnership and internal quality assurance processes in relation to programmes</li> <li>• To maintain personal and professional development in line with agreed appraisal and development programme in order to enhance personal knowledge and contribution to relevant activities.</li> <li>• To contribute to the wider business through sharing of best practice with the wider academic community and supporting or driving business development opportunities.</li> <li>• To carry out administration duties as required</li> </ul>
<p>KPIs &amp; SLAs</p>	<p><b>Team Performance -</b></p> <ul style="list-style-type: none"> <li>• Effective team working skills</li> <li>• Meeting internal QA and QAA standards</li> <li>• Delivering the right support to enable learners to achieve and to progress</li> <li>• Working with the wider team to ensure the appropriate support and to enhance the student journey</li> <li>• Delivery of the department's KPIs</li> </ul> <p><b>Personal Effectiveness -</b></p> <ul style="list-style-type: none"> <li>• Expertise in subject area</li> <li>• Ability to use a range of learning and teaching approaches</li> <li>• Ability to use a variety of assessment techniques</li> <li>• Communication</li> <li>• Deliver to deadlines and excellent time-keeping</li> <li>• Appropriate level of knowledge and skills to enable personal contribution to enterprise/professional practice activities</li> <li>• Compliance of internal policies and procedures</li> <li>• Compliance of external policies and procedures</li> <li>• Willingness to engage in the development of the student experience</li> </ul>

<p>Key Working Relationships</p>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• To collaborate with all QAHE staff</li> <li>• Build rapport and respect within your team</li> <li>• Build and maintain good working relationships with all internal colleagues</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Build strong relations with students</li> <li>• Build strong external communication lines with partners and other external stakeholders</li> <li>• Manage and expand key relationships with external representatives.</li> </ul>
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<p><b>3. About You</b></p>	
<p>Skills &amp; Abilities</p>	<ul style="list-style-type: none"> <li>• Digitally and IT competent including knowledge of Excel, Word, PowerPoint, video conferencing software and student records management systems</li> <li>• Strong planning, organising and delivery skills and ability to prioritise workload</li> <li>• The ability to take responsibility and to work to given deadlines and targets</li> <li>• Structured and clear communication skills</li> <li>• A range of learning and teaching approaches</li> <li>• A variety of teaching assessment techniques</li> <li>• Confident and self-motivated with a customer centric focus</li> <li>• Well organised and methodical</li> <li>• Able to diagnose learner needs, be adaptive to their requirements</li> <li>• Ability to solve routine problems using experience and knowledge to overcome barriers</li> <li>• Skilled in delivering motivational, balanced feedback</li> <li>• Attention to detail with strong administrative skills</li> </ul>
<p>Your Experience</p>	<ul style="list-style-type: none"> <li>• Post Graduate Qualification (Master's/DELTA or equivalent)</li> <li>• Experience of delivering one-to-one academic tutorials and academic workshops both face-to-face and online</li> <li>• HE skills tutor experience (desirable)</li> <li>• Relevant teaching qualification HEA or demonstrate teaching experience with a commitment to achieving the required Professional Standards for teaching.</li> <li>• Expertise in subject area in one or more of the following areas Business and Management / Finance / IT / EAP</li> <li>• Ability to use a range of learning and teaching</li> </ul>

	approaches
Your Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of the issues and challenges faced by HE students, in particular in widening participation</li> <li>• An excellent understanding of study skills required at university level</li> <li>• Knowledge and understanding of how to adapt your approach depending on each individual</li> <li>• Knowledge of learning and teaching technology to enhance interaction and to create learner resources (desirable)</li> <li>• Awareness of Equality and Diversity</li> <li>• Up to date knowledge of legal policy requirements including Safeguarding; Prevent and Health and Safety</li> <li>• Appropriate level of knowledge and skills to enable personal contribution to enterprise, professional practice activities</li> <li>• Understanding of QA at HE level</li> <li>• Communication within a team environment</li> <li>• Planning, organising and delivery on HE programmes</li> </ul>
What you'll bring to QA	<p>Must be able to make timely decisions, communicate and action effectively: all decisions taken are in the best interest of the student experience and comply with University regulations and are UKVI compliant.</p> <p>All decisions and judgements in relation to staff comply with QA company policy.</p> <p>Willingness to undertake a DBS check prior to formal start date being confirmed.</p>

#### 4. About QA

About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b></p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p>
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	<p>And this is where we come in.          People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.          People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
<p>We promise to be</p>	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>• Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards.</li> <li>• We contribute (insightfully) to the debate inside and outside QA.</li> <li>• We move. Quickly. We respond to your needs - fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>• We spend time getting to know you - our learners and our customers - to earn your trust.</li> <li>• We connect a solution to your problem - we have tonnes of different services to help you.</li> <li>• We're the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>• We embrace change - and support it.</li> <li>• We challenge ourselves to use the latest technologies and methods - no matter how out there.</li> <li>• We're curious - about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>
<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) - with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p>

	<p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"><li>• Season ticket loan</li><li>• Discounted gym membership</li><li>• Cycle to work scheme</li></ul>
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