## Learning Support Coordinator
(Peer Assisted Learning Scheme)

<table>
<thead>
<tr>
<th><strong>Job Reference:</strong></th>
<th>8097</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>Library</td>
</tr>
<tr>
<td><strong>Grade/ Salary:</strong></td>
<td>Grade 6, £32,671.86 - £35,421.73</td>
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<tr>
<td><strong>Contract Type:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>New Cross, London</td>
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Closing date for applications: **Thursday 26 Oct 2017**

Interviews: **Wednesday 22 November 2017**

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**Goldsmiths**

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.
Student Experience Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

The Library

Goldsmiths Library serves over 8,000 readers: staff and students of Goldsmiths and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the teaching and research of the College. In addition to some 300,000 books and 3,600 print and electronic journals, it contains extensive audio-visual and school practice collections as well as a growing number of special collections and archives which reflect the College’s interest in the creative and performing arts. The Library has
recently taken responsibility for the Goldsmiths Art Collection and is working with stakeholders to identify and manage the art works.

Published materials (print, electronic and audio-visual) are catalogued on the Aleph library management system while CALM is used for archival cataloguing. Through our Online Research Collections (Goldsmiths Research Online, Goldsmiths Data, Digital Archives and Journals Online) we provide a comprehensive online environment for our research and intellectual interests.

The Library is housed in the award-winning Rutherford Building which it shares with IT and Information Services. This offers a mix of social, group and silent study spaces together with over 200 open access computers.

The Library employs some 70 staff (c40 fte) working in three sections: Academic Services, Discovery Services and Reader Services.

For further information see http://www.gold.ac.uk/library

Job description

Reporting to: Head of Academic Skills

Summary:
You will be responsible for recruitment and management of PAL leaders, continual marketing and promotion of the programme to students and academic departments, training and supervision of leaders and all other aspects of programme management and co-ordination.

You will demonstrate high level communication skills and will liaise closely with academic departments and other colleagues responsible for schemes such as the Gold Award, the HEAR project and the Student Ambassador Scheme to develop the skills and employability of students and to ensure that we are continually developing the PAL leaders. The PAL co-ordinator is required to work closely with other academic
skills colleagues in the wider delivery of academic skills across all subject disciplines and all academic levels.

**Main duties:**

**Generic Duties**

- To promote the activity of learning support by working across Student experience, professional service departments, academic departments, the Students' Union and external stakeholders;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths;
- Be committed to personal professional development, to ensure highest quality of service to students;
- Contribute to excellent communication between teams;
- Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
- To support and contribute to the delivery of SALS frontline services – including advice and guidance through the Student Centre as required and attendance at events including Open Days, Ceremonies, Corporate Events.

**Specific Duties**

- To take responsibility for the Goldsmiths Peer Assisted Learning (PAL) scheme, including the recruitment and development of all PAL Mentors and Leaders.
- Liaise and collaborate with all Goldsmiths’ academic departments in order to advocate and promote the Pal scheme, ensuring that the provision is customised and fit for purpose at departmental and module level.
- To develop and deliver a training programme that meets the requirements of the PAL/PASS Scheme in the United Kingdom and the worldwide accreditation based on the International Centre for Supplemental Instruction principles. This includes the writing and development of training materials;
- To regularly evaluate the PAL Mentors and overall Goldsmiths scheme, ensuring the accrediting PAL principles are being met as set by the International Centre for Supplemental Instruction
- To manage the day to day operations of the PAL scheme including Mentor evaluation and feedback;
- To manage the annual calendar of PAL engagement and ensure adequate representation levels are in place;
- To be the first point of call for enquiries about the PAL scheme;
- To manage the payment processes for the PAL Mentors;
- To work with colleagues in the institution with regard for employability and skills to create a professional development scheme allowing opportunities for PAL Mentors to reflect and be accredited for the skills that they have developed;
- To foster a PAL Mentor community by delivering PAL celebration events throughout the academic year.
- To develop innovative ways of interacting and engaging with Peer Assisted Learners;
- To support the wider work of the Academic Skills Centre by coordinating support for peer support groups and events, and through attendance at other student focussed events such as recruitment events, open days, careers events etc;
- To develop and maintain relevant University web pages in liaison with the College Web-Services team
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy
Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- A = Application form
- C = Certificate
- I = Interview
- R = Reference
- T = Test / P = Presentation

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<thead>
<tr>
<th>Essential Criteria 1 – Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>A bachelor’s degree or equivalent</td>
<td>A, C</td>
</tr>
<tr>
<td>Accreditation as a PAL Supervisor (International Centre for Supplemental Instruction)</td>
<td>A, I</td>
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<tr>
<td>Level 3 management qualification</td>
<td>A, I, C</td>
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<tr>
<th>Essential Criteria 2 – Experience</th>
<th>Category</th>
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<tr>
<td>Demonstrable experience of managing a large-scale (100 + mentors) PAL scheme involving different levels (e.g. PAL mentor plus, Senior Leader, etc.)</td>
<td>A, I</td>
</tr>
<tr>
<td>Demonstrable experience of gaining Higher Education Achievement Record (HEAR) accreditation for PAL initiatives</td>
<td>A, I</td>
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<td>Demonstrable experience of working with students where the students act in a voluntary or paid role</td>
<td>A, I</td>
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<tr>
<td>Experience of developing and delivering innovative, creative and engaging training events for PAL mentors</td>
<td>A, I</td>
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<td>Experience of developing and delivering publicity events and ceremonies</td>
<td>A, I</td>
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<tr>
<td>Essential Criteria 3 – Knowledge</td>
<td>A, I</td>
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<tr>
<td>Knowledge of the core principles of the PAL scheme within the United Kingdom and the international accreditation requirements</td>
<td>A, I</td>
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<tr>
<td>Understanding of current trends and issues relating to UK Higher Education</td>
<td>A, I</td>
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<tr>
<td>Desirable Criteria 3 – Knowledge</td>
<td>A, I</td>
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<tr>
<td>Understanding of the different learning styles and differing student needs in the context of higher education</td>
<td>A, I</td>
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<td>Essential Criteria 4 – Skills</td>
<td>A, I</td>
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<tr>
<td>An excellent communicator, including written skills. You will be outgoing and experienced in engaging with a variety of audiences and be able to handle sensitive information in a diplomatic manner</td>
<td>A, I</td>
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<tr>
<td>Excellent interpersonal skills in order to engage and gain the respect of colleagues, at all levels, whose roles and background may not be attuned to learning and/or peer support in order to advise them and/or secure their support and cooperation. This includes liaison with academic departments.</td>
<td>A, I</td>
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<tr>
<td>Familiar with the use and development of computer systems, including intermediate PC based Microsoft Word, Excel and Access and the ability to be self-serving with regard to day-to-day administration</td>
<td>A, I</td>
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<tr>
<td>Ability to plan and organise own workload</td>
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<tr>
<td>Web content management experience</td>
<td>A, I</td>
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<tr>
<td>Aptitude</td>
<td>A, I</td>
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<tr>
<td>A commitment to working with non-traditional learners</td>
<td>A, I</td>
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<tr>
<td>A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally</td>
<td>A, I</td>
</tr>
<tr>
<td>A proven ability to deal with a varied and complex workload, including the</td>
<td>A, I</td>
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</table>
ability to organise your own workload, prioritising a variety of tasks while working under pressure and to strict deadlines. You will have the ability to work independently and as a committed team member, working on own initiative

| Well presented, a self-starter with high levels of personal self motivation and have a flexible approach to work and be receptive to change | A, I, T |

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Leo Appleton, tel 020 7078 5321, e-mail l.appleton@gold.ac.uk.

September, 2017
Summary of Benefits

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

Thank you for your interest in working with us, we wish you all the best with your application.