

Job Description: Professional Service Positions

Directorate:	Student Life
Job Title:	Maths and Stats Student Advisor
Department:	Centre for Academic Success
Salary:	£14.63 per hour, Zero hour contract
Hours of work:	Ad hoc during term time
Contract:	This is fixed term position until 31 st July 2027
Location:	Singleton and Bay Campuses

Introduction	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.
Background information	The Centre for Academic Success delivers a broad range of courses, individual appointments and online content to enable students to fully engage with their academic studies and develop transferrable skills that will be applicable when they graduate. Maths and Stats Student Advisors are recruited to assist in the delivery of one-to-one mathematics and statistics guidance to university students via a drop-in service on campus or virtually via pre-booked online appointments. You will also make students aware of our online resources and refer on to other services as appropriate. Our mathematics and statistics support is available to all students, irrespective of their current capabilities.
Main Purpose of Post	1. Deliver maths and statistics learning support to a diverse range of students in the form of one-to-one support sessions. 2. Inform students of the online learning resources on Canvas and offer guidance in using the materials. 3. Utilise online resources in support sessions. 4. Sensitively deal with wider student issues and sign-post students to appropriate support services on campus. 5. Assist in the publicity of drop in sessions and online resources. 6. Assist in the administration of registration and feedback documents. 7. Ensure all University policies are implemented within the remit of this post. Full training will be given. 8. Attend relevant meetings and training sessions. 9. Undertake any other reasonable duties as requested by the line-manager of their representative within the scope of the post.
General Duties	7. To fully engage with the University's Performance Enabling and Welsh language policies 8. To promote equality and diversity in working practices and to maintain positive working relationships. 9. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 10. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition.

	11. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. <u>Grades 1-6</u>
Professional Services Values	All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers. We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.
Person Specification	<u>Essential Criteria:</u> Values: 1. Demonstrable evidence of taking pride in delivering professional services and solutions. 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience. Qualification: 4. Current UG or PG student at Swansea University, studying Mathematics, statistics or other degree with a high maths/stats content. 5. Successful completion of the Maths and Stats advisor training. Knowledge and Skills: 6. Excellent mathematics/statistics knowledge. 7. Excellent communication skills. 8. Ability to work as part of a team. 9. An understanding for and empathy with individuals from a wide variety of backgrounds. 10. Ability to inspire and raise aspirations/confidence. 11. Ability to follow instruction whilst also using own initiative. 12. Ability to behave in a manner which is welcoming, approachable and friendly to students. 13. Good time management and organisational skills. <u>Desirable Criteria:</u> 14. Ability to communicate in Welsh. 15. Working knowledge of SPSS.

Additional Information

Informal enquiries: James Lewis, Maths and Stats Coordinator j.d.lewis@swansea.ac.uk

The University is committed to supporting and promoting equality and diversity in all of its practices and activities. We aim to establish an inclusive environment and welcome diverse applications from the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic and national origin), religion or belief, sex, sexual orientation.

