POSITION DESCRIPTION

Implementation Manager, English Language Support

Position Summary
The Implementation Manager, English Language Support plays a key role within the Division of Academic & Student Life, Pro Vice-Chancellor Education & Student Experience portfolio, Education pillar, Student Success theme, by providing leadership and strategic thinking in the delivery of accessible and effective academic English Language support for students. This role is also responsible for working in alignment with the English Language Support strategic funded initiative and associated deliverables.

The role entails developing and implementing academic English Skills support programs and tools which will achieve the English Language project goals. The Implementation Manager, English Language Support will work in collaboration with academic staff, Faculties and Schools to develop learning activities and assessment tasks for academic skills and utilise platforms and tools in contribution to increasing accessible and reach of the resources across the university student cohort in contribution to a quality UNSW Student Experience.

The role reports to the Head, Student Success and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Oversee the implementation and roll-out of academic English Language Support platforms and resources, for example Adaptive Learning Tool and/or Smarthinking, through its placement test function, including piloting in faculty programs.
- Collaboration with academic staff and colleagues in the development, implementation and evaluation of English language assessment and feedback tools.
• Analysis and assessment of student academic literacy needs in collaboration with faculty staff.
• Development and delivery of accessible and scalable technology enabled support programs in academic English language communication skills to targeted undergraduate and postgraduate students from a range of backgrounds.
• Development of appropriate accessible learning resources for teaching or to promote independent, flexible learning in the context of academic English language skill development.
• Work with academic and professional staff to identify/develop/implement complimentary resources and as and when required, provide individual consultation to students on language and learning issues/strategies utilising a range of technology enabled delivery modes.
• Work with the Senior Project Officer, ELS to deliver the project outcomes on time and within budget including; promotion of the project's activities, evaluating and reporting on the project deliverables and establishing and maintaining effective relationships with internal and external stakeholders to deliver on project requirements and project priorities.
• Work collaboratively with academics to develop high quality technology enabled learning resources that align with undergraduate and postgraduate curriculums, incorporating pedagogically proven strategies to ensure improved learning and teaching outcomes.
• Development and coordination of student-to-student peer support for English language development.
• Prepare reports and recommendations in accordance with the appropriate governance protocols that may exist at particular levels, or project scales, arising from the evaluation of BAU or strategic Educational Delivery initiatives.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience
• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience. A postgraduate degree in applied linguistics/TESOL/relevant educational field or PhD in appropriate disciplinary area with significant relevant experience teaching or similar a distinct advantage.
• Proven experience in carrying out analysis of student learning, English language and academic literacy needs across a range of contexts.
• Demonstrated expertise in the development (including authoring content) and implementation of English language and academic literacy programs, both independently and in negotiation with discipline-based colleagues.
• Demonstrated success communicating and promoting tools and resources in support of the Academic English language development of students, particularly in intercultural contexts and/or at tertiary level.
• Demonstrated understanding of educational theory, preferably with knowledge of adaptive learning technologies in particular, with the ability to demonstrate and promote the benefits to staff and students.
• Demonstrated ability to liaise, negotiate and communicate effectively with academics to support the adoption and implementation of adaptive learning technologies within discipline-based programs.

• Sound stakeholder management skills, with the ability to think strategically and identify avenues to innovate the delivery of academic English language support resources programs, influence senior management and liaise effectively with a range of stakeholders to ensure successful outcomes.

• Demonstrated success working effectively, positively and independently in multidisciplinary teams with the capacity to take responsibility, exercise independent judgement and proactively address and resolve complex problems as they arise in a “client-customer” focussed environment often with rigid constraints.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.