



Job Description

Position Title	Manager, Learning Support Services
Department	Office of Academic Performance – Learning Support Services
Reporting To	Vice President Student Success OR any other person designated.
Type of Position	Full Time

POSITION DESCRIPTION

The incumbent will be responsible to lead one of the most important portfolio of student success i.e., providing learning support to students through Writing Centre and EHSAS Centre (*Educational Help, Services and Academic Support Center*). Key responsibilities will include designing, implementing and evaluating diverse program to facilitate students to enhance their academic, personal and interpersonal skills essential for success at HU and beyond through workshops, short courses, mentoring, coaching and tutoring.

The Manager will also be responsible for managing all operations of the Writing Center and EHSAS. S/he will be responsible for hiring, training, and supervising writing associates, Ehsas associate undergraduate writing tutors, and peer tutors; supervising EHSAS and Writing Centre Teams; developing EHSAS/ Writing Center policies; overseeing short and long-term planning; conducting outreach to university faculty and the campus at large; promoting EHSAS/Writing Center, and developing and facilitating workshops.

DUTIES AND RESPONSIBILITIES

1. The Writing Center

- a. Provide visionary leadership and strategic direction for the Writing Center aligned with Habib University's mission and develop long-term and short-term plans for revamping 'Writing Centre' to 'Communication Centre'.
- b. Undertake needs analysis activities to identify areas of academic intervention and development for students vis -a vis their reading, writing, speaking and listening skills.
- c. Undertake and supervise the planning and implementation of various programs to promote diverse skill of students such as One-on-one Support Programs, one to one tutoring, Group Tutoring, Online Writing Labs, Writing Fellowship Program, Reading Circles etc.
- d. Collaborate with faculty to integrate writing instruction and support services into the curriculum.
- e. Organize workshops to promote critical reading, academic writing proficiency, effective communication skills and on other forms of writing among students.
- f. Foster a culture of reading and writing through initiatives such as D.E.A.R. Time, Poetry Competitions, and Flash Fiction Contests.
- g. Ensure maintenance of the Writing Center's online and onsite resources, including writing materials, reference books, tutoring logs and study spaces.
- h. Ensure Writing Center's assistance with graduate school applications, research proposals, genre specific assignments, final year projects and language testing preparation through specialized workshops and individual consultations.

2. The EHSAS Center

- a. Develop and implement strategic plans for EHSAS aligned with the university's academic learning and student success goals.
- b. Undertake needs analysis activities and recognizing historically challenging courses to identify areas of intervention and development for students in their academic courses and skills
- c. Undertake and supervising the planning of the peer tutoring program, workshops, seminars, tutorials, revision sessions and one-on-one support programs to help students enhance their academic, personal and interpersonal, and technological skills.

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- d. Create special programs to support individual learning needs of each batch and program such as the Supplementary Learning Support Program.
- e. Update the Online Resource Center, Physical resources, Computer Lab
- f. Collect, analyze and report data of students' engagement with EHSAS Centre and its effectiveness.
- g. Recruit, train, supervise, and evaluate Peer Tutors to ensure accessibility and effectiveness of academic to meet diverse student needs.
- h. Promote student engagement through outreach, marketing, communication strategies and engagement activities such as Meet your Tutor, Tutors Meet and Greet and Art Hour.
- i. Oversee the implementation of various workshops and programs offered by EHSAS, including:
 - i. D.E.L.V.E. Development, Engagement, and Learning Program for Tutors
 - ii. Study Pro Workshop Series (e.g., Time Management, Notetaking Tools)
 - iii. Tech Track Workshops (e.g., Adobe Lightroom, Python)
 - iv. CORE Skill Workshops (e.g., Communication, Critical Thinking)
 - v. School-Specific Tools and Workshops (e.g., STATA for SDP students, PYTHON for DSSE students)
 - vi. Course Readiness Program, Coding Camp, DSSE Golden Week (Winter/Summer)

3. First Year Experience

- a. Work with First Year Experience Team in designing courses and activities for summer programs for incoming students i.e. SPLASH (Summer Program for Language, Arts, Science and Humanities) and LEAP (Learning, Engaging and Advising Program)
- b. Take LEAD for the execution of LEAP
- c. Contribute in organizing new students' on-boarding days, New Student Orientation and other activities
- d. Work in collaboration with First Year Experience Team for curating and teaching workshops/ classes for FYF (First Year Fundamentals) course

4. Assessment and Evaluation

- a. Develop assessment strategies to evaluate the student engagement with and effectiveness of Learning Support Services.
- b. Collect and analyze data on student outcomes and satisfaction levels to inform program improvements.
- c. Develop proper plan to consistently assess the academic support needs of students for various cohorts such as first year students, final year students, students from local boards etc.

5. Leadership and Management

- a. Foster a collaborative and inclusive work environment that encourages creativity, growth, and professionalism within and across teams.
- b. Engage the team in an ongoing process of team building and professional development.
- c. Collaborate with faculty, staff, and student organizations to integrate learning support services into the university community
- d. Supervise and guide the team to perform effectively and undertaking annual appraisals.
- e. Develop workplans and conducting ongoing review meetings with the team.
- f. Monitor the implementation of planned activities and collecting and analyzing data to understand their effectiveness.
- g. Maintain daily operations and upkeep of EHSAS and the Writing Center.
- h. Develop budgets and undertake hiring and procurement process in collaboration with relevant departments.
- i. Reaching out to faculty, other relevant staff, and learning support services of other institutions for collaboration.
- j. Maintaining a vibrant online presence of Learning Support Services and ensuring continued engagement on relevant platforms including but not limited to website, CANVAS, Facebook, Instagram, YouTube
- k. Establish partnerships with external organizations, other writing centers and academic support centers to enhance resources and opportunities for students.

other related duties and tasks as assigned specially for new student orientation, summer programs, learn abroad program etc.

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REQUIRED JOB SPECIFICATIONS	
Required Qualification	<ul style="list-style-type: none"> ✓ M.A./M.S. in English, Linguistics, or related field. ✓ Liberal Arts/English teaching experience.
Required Experience	<ul style="list-style-type: none"> ✓ An experience of working in a similar leadership position for 3-5 years ✓ Experience of educational planning, team-management, supervision, leadership role within an educational or academic support setting. ✓ Experience of designing/running short educational programs or workshops.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
S#	Competency	Criticality (High / Low / Medium)
1.	Fluency and accuracy in written and spoken English including academic writing skills	High
2.	Skills to assess students' learning needs and designing relevant intervention to address the needs	High
3.	Effective interpersonal skills	High
4.	Computer Skills (MS Office), use of LMS, Zoom and other online engagement tools. Skills and interest for using social media for diverse purposes	High
5.	Planning and Organizational Skills	High
6.	Flexibility and openness	High
7.	Initiative, problem-solving skills, and creativity	High
8.	Ability to collaborate effectively with diverse stakeholders.	High
9.	Skills for empathetic supervision and guidance	High
10.	Familiarity with budget management and procurement processes.	Medium
11.	Proficiency in data analysis and evaluation.	Medium
12.	Service-oriented mindset	High

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