

### Job Description

Position Title	Senior Manager, Learning Support Services (LSS)
Department	Office of Academic Performance – Learning Support Services
Reporting To	Head, Office of Academic Performance
Type of Position	Full Time

#### **POSITION DESCRIPTION**

The Senior Manager, Learning Support Services (LSS) provides strategic, academic, and operational leadership for Habib University's learning support ecosystem, including the Writing & Communication Centre, EHSAS Centre, Writing Across the Curriculum (WAC) initiatives, and First Year Experience-linked academic support programs.

The role is responsible for advancing an integrated, institution-wide approach to student learning, academic skill development, and faculty partnership, aligned with the university's liberal arts mission.

The incumbent will design, implement, and evaluate evidence-based programs that enhance students' writing, communication, critical thinking, quantitative reasoning, and learning strategies across disciplines.

As a senior leader, the role emphasizes strategic planning, cross-departmental collaboration, assessment-driven decision-making, and team development.

#### **DUTIES AND RESPONSIBILITIES**

##### **1. Writing, Communication & Writing Across the Curriculum (WAC)**

1.1 Provide strategic leadership for the Writing Centre, leading its evolution into an integrated Writing & Communication Centre supporting reading, writing, speaking, and listening across disciplines.

1.2 Lead the design and implementation of a university-wide Writing Across the Curriculum (WAC) framework in collaboration with faculty, departments, and academic leadership.

1.3 Partner with faculty to embed discipline-specific writing instruction, assignments, rubrics, and assessment practices within courses and programs.

1.4 Conduct institutional needs analyses to identify gaps in student academic communication skills and recommend targeted interventions.

1.5 Oversee and expand support initiatives, including:

- One-on-one consultations and tutoring
- Group and embedded tutoring models
- Online Writing Labs and digital resources
- Writing Fellows and faculty-linked writing support programs
- Reading circles and academic literacy initiatives

1.6 Design and facilitate faculty development workshops on writing pedagogy, assignment design, feedback strategies, and inclusive assessment practices.

1.7 Ensure specialized writing and communication support for:

- Graduate school and fellowship applications
- Research writing and proposals
- Discipline-specific genres and capstone projects
- Language proficiency and testing preparation

Revision Date	December'25	Version	1.2
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1.8 Foster a campus culture of reading, writing, and communication through signature initiatives, competitions, and showcases.

## **2. EHSAS Centre (Educational Help, Services & Academic Support)**

2.1 Provide strategic oversight and direction for the EHSAS Centre in alignment with student success and retention goals.

2.2 Identify high-risk and historically challenging courses through data analysis and faculty consultation, and design targeted academic interventions.

2.3 Oversee peer tutoring, supplemental instruction, workshops, revision sessions, and one-on-one academic support programs.

2.4 Design cohort- and program-specific academic support initiatives, including supplementary learning programs and course-readiness interventions.

2.5 Supervise the recruitment, training, evaluation, and professional development of peer tutors and academic support staff.

2.6 Oversee academic skill development programs, including but not limited to:

- Study Pro Workshop Series
- CORE Skills Workshops (communication, critical thinking, learning strategies)
- Tech Track and discipline-specific tools workshops
- Coding Camps, Golden Week programs, and course readiness initiatives

2.7. Ensure maintenance and continuous enhancement of physical, digital, and online learning resources.

## **3. First Year Experience & Academic Transition Support**

3.1 Collaborate with the First Year Experience team in the design, delivery, and evaluation of summer bridge and transition programs, including the Summer Academy.

3.2 Take a leadership role in the execution and continuous improvement of the Summer Academy.

3.3 Contribute to new student onboarding, orientation, and first-year academic skills programming.

3.4 Design and deliver academic skills workshops and modules for First Year Fundamentals (FYF) in collaboration with relevant stakeholders.

## **4. Assessment, Research & Quality Enhancement**

4.1 Develop and implement a comprehensive assessment framework for Learning Support Services, including WAC initiatives.

4.2 Collect, analyze, and report data on student engagement, learning outcomes, retention indicators, and program effectiveness.

4.3 Use assessment data to inform strategic planning, resource allocation, and continuous program improvement.

4.4 Prepare institutional reports and presentations for academic leadership and relevant committees.

Revision Date	December'25	Version	1.2
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## **5. Leadership, Management & Strategic Partnerships**

5.1 Provide senior-level leadership to LSS teams, fostering a collaborative, inclusive, and high-performing culture.

5.2 Lead hiring, supervision, professional development, performance management, and annual appraisals of staff.

5.3 Develop annual workplans, budgets, and resource requests in coordination with relevant departments.

5.4 Establish and strengthen partnerships with faculty, academic departments, student services, and external institutions.

5.5 Represent Learning Support Services on institutional committees and in cross-functional initiatives.

5.6 Oversee outreach, communication, and visibility of LSS through digital platforms, LMS, and campus engagement strategies.

5.7 Ensure operational excellence in the daily functioning of all LSS units

Revision Date	December'25	Version	1.2
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REQUIRED JOB SPECIFICATIONS	
Required Qualification	<ul style="list-style-type: none"> <li>✓ Master's degree (M.A./M.S.) in English, Linguistics, Education, or a related field (Doctoral degree preferred).</li> <li>✓ Demonstrated expertise in academic writing, communication, or learning support within a liberal arts context.</li> <li>✓</li> </ul>
Required Experience	<ul style="list-style-type: none"> <li>✓ Minimum 5–7 years of progressively responsible leadership experience in academic support, writing programs, or student success initiatives.</li> <li>✓ Proven experience with Writing Across the Curriculum (WAC), faculty development, or curriculum-integrated academic support.</li> <li>✓ Experience in strategic planning, team leadership, budgeting, and program assessment.</li> <li>✓ Experience designing and delivering workshops, short courses, and professional development programs.</li> </ul>

Competency
<ul style="list-style-type: none"> <li>• Advanced expertise in academic writing, communication, and learning pedagogy</li> <li>• Strategic thinking and systems-level program design</li> <li>• Strong faculty partnership and stakeholder engagement skills</li> <li>• Data-informed decision-making and assessment literacy</li> <li>• Effective people management and empathetic leadership</li> <li>• Excellent written and oral communication skills</li> <li>• High level of organizational, planning, and problem-solving ability</li> <li>• Digital literacy, including LMS and academic technology tools</li> <li>• Service-oriented mindset with a commitment to student success</li> </ul>

Revision Date	December'25	Version	1.2
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