

Job Description

Prifysgol Wreccsam
Wrexham University

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Faculty/Department	Information Services and Digital Transformation
Section	Information Services
Job Title	Academic Skills Tutor
Reports to	Academic Support Manager
Grade	O&A4

Principal Accountabilities

As part of the Information Services team, the Academic Skills Tutor will play a pivotal role in providing, maintaining and enhancing the student experience and engagement by meeting the needs of all students through the delivery of a comprehensive range of customer-focused Information services (digital and physical information). The post holder will also help to provide a supportive learning environment that ensures on-going support to students, actively contributing to their success and retention.

Delivering one-to-one, group and classroom academic skills sessions to a diverse range of students and staff throughout the University, the post holder will liaise with academic departments, professional services and the Students Union to promote, monitor and develop learning resource/academic skills services effectively. This will include attending programme or school meetings, student voice meetings and other relevant fora.

The post holder will also be encouraged to assist in the development of new innovative and ambitious ways of providing academic skill support, working alongside colleagues in Learning Resources and Digital Learning.

Key Tasks

To engage effectively with the Active Learning Framework (ALF) and the University's Strategy for Supporting Student Learning and Achievement and Digital Strategy to ensure consistent delivery of academic skills services across the University.

To help undergraduate and post graduate students across all disciplines to reach their full academic potential through the provision of individual tutorials, group seminars, classroom delivery, paper-based resources and web resources.

To provide advice and guidance to individual students at different levels, on a range of academic skills. Assist and support students to develop individual learning strategies by teaching and developing academic skills in information literacy, digital capability, research and analysis, organisation, time management and motivation.

To be an effective member of the academic skills team delivering academic skills support across campuses and sites, including Plas Coch, St Asaph, Northop and Regent Street, as well as via Teams. To work as part of a team to meet targets and deliver appropriate support for students with a proactive attitude to service delivery.

In conjunction with the Digital Development and Project Support Manager and the Digital Learning Manager, contribute to the development of printed and online resources to underpin the University's strategies for Supporting Learning and Achievement, and contribute to the design and development of specific resources to underpin academic skills. To be responsible for promotion of academic skills services across campuses including the use of VLEs, the LMS, and other TEL tools. To utilise the VLE and other resources to create and disseminate learning objects and use other learning opportunities to support academic skills provision across the University.

To provide reactive and proactive services to ensure any changes within the student experience are reflected in the services provided and take an active role in reviewing the success of any changes to service provision.

Contribute to the development and implementation of effective systems for recording student usage of the academic skills service. Collect and collate data on student contacts and record specific information on student progress/learning impact.

To assist in creating and developing an effective and supportive learning environment for all students and along with all other team members, contribute to the Information Services customer service rotas as required to ensure excellent front-facing customer services and support.

To assist the Academic Support Manager in ensuring that the learning resources collection, both physical and electronic, is current and relevant and meets the needs of staff and students and their academic skills requirements.

To carry out appropriate administrative duties and projects as directed by the Academic Support Manager to include service evaluation and feedback is gathered to assist future service development.

To liaise with team members, Heads and Associate Heads of School, academic teams and professional staff to monitor and ensure that learning resources and academic skills are promoted relevant to the curriculum and effectively embedded throughout the University.

To support academic staff on how to embed academic skills in their teaching and develop resources for embedding academic skills in academic programmes. To deliver on-going support and advice, keeping academic staff abreast of sector developments.

Special Features

Evenings, weekend or out of hours' support may be required from time to time. Flexible approach to working hours is therefore required.

There will be a requirement for the post holder to visit all campuses and occasionally partner organisations.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Prifysgol Wreccsam
Wrexham University

Job Title: **Academic Skills Tutor**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Excellent academic writing style and ability to produce a high standard of written reports and other materials	I/A/P	E
		1.2	Excellent communication skills with well-developed inter-personal skills	I/A/G	E
		1.3	Ability to deliver a high level of results, meeting deadlines and being professional at all times	I/A/G	E
		1.4	Ability to work flexibly in a dynamic environment	I/A/G	E
		1.5	Good team player	I/A/T	E
		1.6	Excellent customer service skills	I/A	E
		1.7	Excellent presentation skills	P	E
		1.8	Good IT skills including a working knowledge of MS Office, Teams and social media applications	A/C	E
2	General & Specialist Knowledge	2.1	Knowledge, understanding and experience of the library and information/academic skills context in the post 16 learning environment	I/A	E
		2.2	The ability to communicate in the medium of Welsh	I/A	D
		2.3	Knowledge of learning development and methods of improving academic skills in higher education	A/I	E

3	Education & Training	3.1	Undergraduate degree or higher	A/C	E
		3.2	Teaching qualification or willingness to undertake PGCE/HEA within 12 months of starting post	A/C	D
		3.3	Membership of a relevant professional body such as the Chartered Institute of Information and Library Professionals (CILIP) or ALDinHE	A/C	D
4	Relevant Experience	4.1	Experience of delivering information literacy/academic skills to diverse groups of students	I/A/P	E
		4.2	Experience of working with individuals in one-to-one consultations in the learning resource/academic skills context	I/A	E
		4.3	Experience of working in a further or higher education environment	I/A	D
		4.4	Customer service experience	I/A	E
		4.5	Experience of working as part of team	I/A/G	E
		4.6	Experience of supporting students with maths and statistics	I/A	D
5	Special Requirements		None		
Date of Revision			27 August 2026		

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation

		G	Group Assessment
	Rank	E	Essential
		D	Desirable

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