

Tutor Roles and Responsibilities

1. Role

The role of a tutor is to achieve the standards required by the University in the delivery of our programmes to our clients; to become a Fellow of the Higher Education Academy and work towards senior tutor status.

Specific objectives will be agreed as part of the performance development review process.

- Programme Delivery
 - Achieve a competent level of delivery to our student clients through the professional application of the University's learning model.
 - Undertake delegated tasks.
- Client Development
 - Contribute towards the growth in student client numbers and in managing the existing student client population.
- Teamwork
 - Work co-operatively with all colleagues for the benefit of the University and our clients.
- Professional Skills
 - Acquire and maintain relevant skills to become competent as a tutor, both in the practical teaching skills and the technical requirements of the role.

2. Responsibilities

- Programme Delivery
 - Undertake standard teaching and supervisory responsibilities for a tutor agreed by your Head of Tutors.
 - Utilise available preparation time to deliver effective course modules, maintaining high standards to maximise learning outcomes.
 - Monitor own quality of delivery levels, reflecting on feedback from student clients and colleagues, conduct peer observations to support development and raise any concerns with your manager.
 - As a personal tutor and as a role model, provide a professional student support service to develop the broad skills of our student clients.
 - Deliver personal assessment allocation and support the overall assessment process.

- Contribute to the moderation of assessments as required.
- Provide invigilation support within the centre as required.
- Understand and apply the University's learning model and contribute constructive feedback on course design and delivery.
- Provide quality assurance and updating support to a high standard as required.
- Plan and complete delegated tasks to a high standard delivering work to agreed times.
- Prioritise work daily by checking timescales, ensuring most important tasks are completed first.

3. Client Development

- Gain a clear understanding of the University's Vision, Mission, Values and portfolio of programmes and services.
- Develop knowledge of the student client market and our client firms' businesses, issues and requirements.
- Maintain networks with clients, colleagues, the local business community and other professionals.
- Promote and raise the profile of the University in the marketplace where possible.
- Refer client feedback and concerns to your manager.
- Attend and contribute to open days, careers fairs and centre tours.
- Provide practical careers insight to student clients to complement the services that the University provides.
- Contribute to practice related activities to support student client development.

4. Teamwork

- Demonstrate drive, determination, enthusiasm and an ability to work effectively as a team member.
- Work co-operatively with fellow tutors and business professionals to encourage good working relationships and maintain high levels of client support and delivery.
- Support and promote teamwork and maintain regular dialogue with members of the team and colleagues within your centre.
- Provide cover, when appropriate, for fellow tutors in cases of absence or unavailability.
- Attend and contribute to team meetings ensuring that your experience from practice, know-how and skills are shared amongst the wider team.
- Seek regular constructive feedback through peer observations and working together.

5. Professional Skills

- Develop skills to fulfil the responsibilities of a competent tutor.

- Seek regular constructive feedback through the TQEF process and working together.
- Receive, reflect and act on feedback on your own delivery.
- Develop facilitation skills and flexible attitude to enable you to teach subjects outside your area of specialism.
- Keep up to date with developments in your area of specialism whilst linking into current practice.
- Maintain and broaden commercial awareness of the legal practice market.
- Develop commercial awareness of the education market.
- Discuss and agree personal development needs with your manager as part of your performance development review.
- Seek to ensure your performance development review takes place on a timely basis and that objectives are agreed.
- Attend relevant training and development and share key learning points with colleagues.
- Contribute to ensuring that your experience from practice, know-how and skills are shared with team members and course designers to enrich the learning experience for our student clients.
- Become familiar with course design skills.

6. Wider Contribution

Tutors will be involved in wider activities assigned by the Head of Tutors as part of the University's career development process and to meet the operational requirements of the business.

- The University values good citizenship and social responsibility, and encourages people to take an active role within each centre and function to help define the University's personality and see our values in action – it helps us towards achieving our World-class status.

Role holders name

Role holders signature

Date

Senior Tutor Roles and Responsibilities

1. Role

The role of a senior tutor is to achieve a World-class level of service to our clients, demonstrate a commitment to the University's Vision, Mission, Values and portfolio of programmes and services and fulfil the needs of the University in achieving our strategic objectives.

Specific objectives will be agreed as part of the performance development review process.

- Programme Delivery
 - Achieve a high level of delivery to student clients through the professional application of the University's learning model.
 - Support the development of course content and enrich the learning experience.
- Client Development
 - Contribute towards the growth of student client numbers and in managing the existing student client population by delivering a World-class service.
- Teamwork
 - Work co-operatively with all colleagues for the benefit of the University and our clients.
- Professional Skills
 - Develop your competence in the teaching skills and technical requirements of the role whilst developing further skills e.g. to supervise others or manage design.

2. Responsibilities

- Programme Delivery
 - Undertake standard teaching and supervisory responsibilities for a senior tutor agreed by your Head of Tutors.
 - Utilise available preparation time with a high level of efficiency to deliver effective course modules, maintaining high standards to maximise learning outcomes.

- Take ownership and responsibility for the professional delivery of a designed course and materials, identifying improvements and supporting the development of the course.
- Understand and apply the University's learning model whilst encouraging and contributing constructive feedback on course design and delivery.
- Through TQEFs and class observations monitor, reflect and act on quality of delivery levels.
- Manage personal assessment allocation and support the overall assessment process.
- Take responsibility for the moderation of assessments and take an active role on exam boards where applicable.
- As a personal tutor and as role model provide a professional student client support service to develop the broad skills of our student clients.
- Provide invigilation support within centre as required.
- Provide quality assurance and updating support to maintain excellence at all levels as required.
- Prioritise work daily by checking timescales, ensuring most important tasks are completed first.

3. Client Development

- Deepen knowledge of the student client market and our client firm businesses through effective client relationship management and liaise with the business development team.
- Research and support the wider understanding of the University's products and services and the areas that make the University distinctive within the marketplace.
- Maintain and develop networks with clients, colleagues and other professionals e.g. through external appointments and committees.
- Promote and raise the profile of the University in the marketplace where possible.
- Get actively involved with centre led business development activities e.g. university presentations and conversion campaigns.
- Seek to obtain client feedback and use it for improvements in products, services or process.
- Provide practical careers insight to student clients to complement the services that the University provides.
- Organise and manage practice related activities to support the development of our student clients.

4. Teamwork

- Demonstrate drive, determination, enthusiasm and an ability to work effectively as a team member.
- Work co-operatively with fellow tutors and business professionals to encourage good working relationships and maintain high levels of client support and delivery.
- Act as a role model, coaching / mentoring members of the team, as appropriate.
- Where relevant, supervise tutors on delegated tasks, supporting and promoting teamwork.
- Provide cover, when appropriate, for fellow tutors in cases of absence or unavailability.
- Support fellow team members to achieve deadlines.
- Attend, contribute to and, where appropriate, lead team meetings ensuring that your experience from practice, know-how and skills are shared amongst the wider team.
- Seek and provide regular constructive feedback through peer observations and working together.
- Challenge accepted thinking or ways of doing things in a positive and constructive manner.
- Work closely with the design team providing constructive feedback and suggestions on delivery materials.
- Support the development of others through sharing knowledge and skills gained through working for the University.
- Working across teams and functions undertake specialist roles which require the experience of a senior tutor e.g.
 - Seeking opportunities to participate in design led activities such as updating, exam questions and case studies.
 - Where appropriate, co-ordinate a subject team and/or programme mode.

5. Professional Skills

- Develop skills to fulfil the responsibilities of a competent senior tutor within a World-class organisation.
- Seek and provide regular constructive feedback through the TQEF process and working together.
- Receive, reflect and act on feedback on own delivery.

- Keep up to date with developments in your area of specialism whilst linking into current practice.
- Maintain facilitation skills and flexible attitude to enable you to teach subjects outside your area of specialism.
- Maintain and broaden commercial awareness of the legal practice market.
- Maintain and broaden commercial awareness of the education market.
- Discuss and agree personal development needs with your manager as part of your performance development review.
- Seek to ensure your performance development review takes place on a timely basis and that objectives are agreed.
- Attend relevant training and development and share key learning points with colleagues.
- Contribute to ensuring that your experience from practice, know-how and skills are shared with team members and course designers to enrich the learning experience for our student clients.
- Working with other University teams, seek opportunities that will support your ongoing development.

6. Wider Contribution

Senior tutors will be involved in wider activities assigned by the Head of Tutors as part of the University's career development process and to meet the operational requirements of the business.

In this role you will be required to support the University's Students' complaints and disciplinary processes – this will include investigating complaints, conducting disciplinary hearings and sitting on decision panels. To assist and support you in these important university duties, full and mandatory training will be provided.

The University values good citizenship and social responsibility, and encourages people to take an active role within each centre and function to help define the University's personality and see our Values in action – it helps us towards achieving our World-class status.

Role holders name

Role holders signature

Date