FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships, enhances excellence, and provides education and skills that promote sustainability through research with real-world impact and contributes to self-development.

1. POSITION DETAILS

Position:	Student Success Specialist - English
Grade:	5
Division:	Office of the Pro Vice Chancellor Learning & Teaching
Department:	Flexible Learning and Teaching Enhancement
Location:	Nasinu
Reports to:	Senior Specialist - Learning & Teaching Enhancement (SS-LTE)

2. PURPOSE

The Student Success Specialist (SSS) is a key member of the Learning & Teaching Enhancement team at the Flexible Learning & Teaching Enhancement Office. The incumbent will develop, implement and evaluate activities designed to increase student retention, persistence and completion. This is a full-time position, and the post holder will identify, assess, support and case manage new and continuing FNU students deemed at-risk for the purpose of improving student performance through target interventions. The SSS will also monitor the academic progress and, through collaborations with the college academic staff, work directly with at-risk students to strengthen and improve their academic performance.

3. ORGANISATION CHART

Position of your Immediate Supervisor: **Senior Specialist - Learning & Teaching Enhancement (SS-LTE)**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting to You	No of Staff Reporting to Them
None	None

4. KEY ACCOUNTABILITIES

• Consult with Heads of departments and teaching staff to design, develop, implement, and evaluate student support programmes to enhance student learning.
• Conduct and analyse students' needs assessments. Administer diagnostic testing as required.
• Develop and provide early and appropriate interventions, solutions, guidance and follow-up to improve student retention, persistence and completion.
• Provide individual coaching to help foster student success and academic development.
• Maintain documentation of all student interactions; generating regular performance reports summarising student progress.
• Make and receive referrals through the FLTEO's Early Alert Response system.
• Provide intervention strategies and assist with the development of plans for students who receive early alerts.
• Conduct workshops and presentations for students to include, but not limited to, goal setting, time management, study skills, technical and communication skills.
• Collaborate with Libraries on workshops pertaining to information literacy.
• Utilise all FNU services offered to students for the purposes of student retention and success.
• Disseminate student support training opportunities.
• Develop a sustainability plan for continuation of student support effort.
• Assist SS-LTE to write competitive bids for external/internal fundings that support success activities.
• Assist with content management of the Student Support website.
• Perform related duties as assigned.
• Submit and update monthly reports on student support activities to SS-LTE

5. KEY CHALLENGES

- Decision making in an environment of high-level ambiguity and resistance from Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.
- To be culturally sensitive and aware of issues pertaining to students, including language limitations, adjustment issues, and academic overload.

6. AUTHORITY LEVEL

- Operating Expenditure …….. N/A…….
- Capital Expenditure: …….. N/A……

7. QUALIFICATION & EXPERIENCE

Essential

- A postgraduate qualification in Teaching English as a Second Language/ Teaching English as a Foreign Language, Linguistics and/ or Literature, OR a postgraduate qualification in mathematics or a mathematical science related area. Multidisciplinary areas may also be considered based on relevant work experience.
- At least 5 years of work experience in secondary/tertiary teaching.
- Experience in providing academic support to students.
- Experience leading meetings, facilitating trainings or educational workshops.

Desirable

- 5 years' work experience in secondary/tertiary teaching would be an added advantage.
- Experience in project management for the student peer mentoring programme.
- Experience with Learning Management Systems such as Moodle and technologies that support learning and student engagement.

8. KNOWLEDGE & SKILLS

- Knowledge of emerging technologies related to learning and teaching.
- High level communication skills (written and spoken) in English.
- Ability to utilise data and metrics to communicate impact.

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Management, Students, All Teaching Staff/Academic Staff and Non-teaching Staff/Professional Staff, Associate Deans-Learning & Teaching, Deans	Daily Basis

EXTERNAL	Frequency
FNU Stakeholders, Industry, NGOs, Government Ministries, Students, School/Department Principals/Heads, Statutory bodies, and external Institutions/Universities	When required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.