# Enhancing Student Support (ESS): Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
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<tr>
<td><strong>Project Sponsor:</strong></td>
<td>The <strong>Project Sponsor</strong> is ultimately accountable for the success or failure of the project and has to ensure that the project is focused on achieving its objectives and delivering the forecast benefits.</td>
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<tr>
<td>Professor Ian Pirie,</td>
<td><strong>Main Responsibilities:</strong></td>
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<tr>
<td>Assistant Principal</td>
<td>• securing budgets and ensuring appropriate financial controls are in place*;</td>
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<tr>
<td>Learning and Development</td>
<td>• appointing the project management team (including other members of the Project Board);</td>
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<td>• advocating the project both internally and externally;</td>
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<td>• supporting the project manager to successfully deliver the project;</td>
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<td>• signing off project deliverables;</td>
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<td></td>
<td>• reporting on progress to the Student Support Implementation Group (SSIG).</td>
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<td></td>
<td>* The funding for the ESS project was allocated directly to Colleges and Central Departments and as such SSIG have no direct controls over budget or resources for the project.</td>
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<td><strong>Project Manager:</strong></td>
<td>The <strong>Project Manager</strong> runs the project from day to day on behalf of the Project Sponsor. The Project Manager ensures that the project deliverables are of the required quality (i.e. are capable of delivering the benefits defined in the business case, and produced within the agreed time).</td>
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<td>Brian Connolly,</td>
<td><strong>Main Responsibilities:</strong></td>
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<td>Academic Project Officer,</td>
<td>• co-ordinating the project team (i.e. Deans of Students, Strand Leads and Task Group convenors);</td>
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<td>Academic Registry</td>
<td>• managing the project plan;</td>
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<td>• maintaining the risk register;</td>
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<td></td>
<td>• reporting on progress to the Project Sponsor and other stakeholders;</td>
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<td>• reporting on progress to SSIG.</td>
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The **Student Support Implementation Group (SSIG)** provides direction and management for the Enhancing Student Support (ESS) project in line with the University’s Strategic Plan’s Strategic Goal of “Excellence in Learning and Teaching” and Strategic Theme of “Enhancing our Student Experience”.

### Main Responsibilities:
- accepting and demonstrating ownership for the project;
- working as a team to provide collective and unified direction;
- effective decision making including risk, issue and change management;
- project assurance and quality control;
- ensuring timely and effective communication within the project and with external stakeholders;
- ensuring that the project deliverables are reliable, sustainable and can be maintained efficiently (particularly in relation to the 5 main strands of the project).

The **Dean of Students** is responsible for the strategic oversight of the Enhancing Student Support (ESS) project at College level.

### Main responsibilities:
- liaising with central student services in the development of student support services;
- ensuring that effective mechanisms are in place in Schools for obtaining feedback on the operation of the Personal Tutor system;
- ensuring, in collaboration with the QA Dean, that systems are in place so that evidence of the effectiveness of personal tutoring feeds into College quality assurance and enhancement procedures;
- reporting directly to the Head of College with respect to his/her responsibilities;
- liaising with other Deans in the College, with the Deans of Students in the other Colleges and with relevant Vice-Principals and Assistant Principals;
- ensuring that adequate training and professional development for their roles is undertaken by Personal and Senior Tutors and to collaborate with the Institute of Academic Development regarding the design and delivery of this training and professional development;
- coordinating, meet and advise Senior Tutors and others in key support roles;
- collaborating with Heads of School in undertaking the Head’s responsibility for ensuring that an appropriate framework of student support and guidance is in place and working well within the School;
- ensuring that there are opportunities for regular interchanges with Senior Tutors about their interactions with student representatives and periodic College-wide opportunities for interactions between the Dean of Students
| **Professor Alan Murray**,  
| College of Science and Engineering | and student representatives;  
| | • reporting on progress to SSIG. |

| **Strand Lead - Personal Tutor system:**  
| **Professor Ian Pirie,**  
| Assistant Principal Learning and Development | The Strand Lead – Personal Tutor system is responsible for developing a system of academic guidance and support for all students at the University which underpins the Enhancing Student Support (ESS) project.  
| **Main Responsibilities:**  
| • articulating roles, responsibilities, and remits within a new Personal Tutor system (i.e. Personal Tutor, Tutee, Senior Tutor and Dean of Students);  
| • establishing the objectives, deliverables and organisational requirements for successful implementation of a new Personal Tutor system;  
| • developing and implementing processes for monitoring, evaluation and enhancement of the Personal Tutor system;  
| • encouraging the adoption of examples of good practice across the University;  
| • reporting on progress to SSIG. |

| **Strand Lead - Peer Support:**  
| **Sarah Purves,**  
| Representation Manager (EUSA) | The Strand Lead – Peer Support is responsible for facilitating the development of peer support systems across the University linked to the Enhancing Student Support (ESS) project.  
| **Main Responsibilities:**  
| • exploring and identifying the needs of students, volunteers, staff and Schools;  
| • consulting with the relevant parties on how these needs can be delivered;  
| • researching Peer Support Models in place within the University and other institutions;  
| • identifying key features of success and areas of development;  
| • rolling-out, monitoring and evaluating Pilot Projects  
| • making recommendations for future developments;  
| • reporting on progress to SSIG. |
**Strand Lead – IT Tools:**

**Professor Ian Pirie,**
Assistant Principal Learning and Development

The **Strand Lead – IT Tools** is responsible for the development of new online systems to support the Enhancing Student Support (ESS) project.

**Main Responsibilities:**
- consulting with key stakeholders across the University to establish user requirements;
- overseeing the development and delivery of the range of IT tools to meet user requirements in collaboration with project managers from Information Services (IS) and Student, Admissions and Curricula Systems (SACS);
- monitoring, evaluating and enhancing IT Tools developments;
- overseeing the delivery of staff training in support of IT Tools developments in collaboration with project managers from Information Services (IS) and Student, Admissions and Curricula Systems (SACS);
- reporting on progress to SSIG.

**Strand Lead - Communication Strategy:**

**Sarah McAllister,**
Senior Student Support Team representative (Teaching Organisation Manager, GeoSciences, CSE)

The **Strand Lead - Communication Strategy** is responsible for ensuring that information is shared with students and staff to improve their understanding of the Enhancing Student Support (ESS) project.

**Main responsibilities:**
- helping the ESS Project Team to ensure that information about the project is shared with students and staff to improve their understanding of the project;
- sharing information and experiences across the University to strengthen the ESS project and improve student support;
- raising the profile and awareness of the Enhancing Student Support project at the University internally and, where appropriate, externally;
- informing staff and students about the new processes, resources and support;
- promoting and supporting the evaluation and development of the Enhancing Student Support project by encouraging direct input and dialogue with students and staff;
- coordinating the way in which the University communicates with students about the Enhancing Student Support project and therefore reducing the risk of non-strategic "over-communication" from disparate elements of the University;
- reporting on progress to SSIG.
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<tr>
<th><strong>Strand Lead – Briefing, Training and Resources:</strong></th>
<th>The Strand Lead - Briefing, Training and Resources is responsible for the production of resources and staff development activities linked to the Enhancing Student Support (ESS) Project.</th>
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| Dr Jon Turner  
Director, Institute for Academic Development | **Main responsibilities:**  
- working closely with the Project Team and other key stakeholders to develop a set of resources and staff development activities linked to the ESS project;  
- ensuring University and College level baseline provision that supports consistency and minimum standards across the University;  
- ensuring School level provision that supports enhancements and variation in response to pedagogic and structural requirements;  
- supporting the implementation of the ESS project by contributing to University and local development, innovation, review, evaluation and practice sharing;  
- contributing to the development of resources for both staff and students involved in the Personal Tutor scheme;  
- consideration of all staff involved in the personal tutor scheme (e.g. personal tutors, student support officers, support services) when preparing staff development support and resources;  
- act as a source of support for members of SSIG, Deans and those leading the different ESS project strands;  
- reporting on progress to SSIG. |