

Job Description

Position:	Disability Service Team Leader
School/Service/Centre:	Student Services and Experience
Reference:	SSE-080/P
Grade:	Grade 6
Status:	Permanent
Hours:	36.25 hours per week (8:45am to 5:00pm Monday to Friday. N.B. some flexibility may be required at key times of the year)
Responsible to:	Student Mental Health and Wellbeing Manager
Responsible for:	Disability Advisors and Disability Service Administrator

Main Function of the Post:

- Manage the day to day work of the Disability Advisors and Disability Service Administrator.
- Manage a caseload of students often with complex support requirements and to ensure an equal allocation of casework between the Disability Advisors, noting that some students will also require support from colleagues in the Student Mental Health and Wellbeing Team (Life Lounge).
- Maintain effective working relationships with colleagues in the Life Lounge, and working with the Deputy Student Services Manager, Student Mental Health and Wellbeing Manager and Senior Wellbeing Coordinator to ensure collaborative working is taking place between teams for students who may need support from both the Disability Service and Life Lounge.
- To provide information, advice and guidance on accessing support to students from pre-application to post-graduation stage.
- To give advice and guidance to University colleagues on support arrangements for students including providing disability awareness training.
- Make decisions on reasonable adjustments that are funded by the University and respond to complaints from students who may feel their needs are not being met.
- To work as part of a wider team in Student Services to deliver effective student support services across the University.
- Allocated as Senior Designated Safeguarding Champion (SDSCs) and to support the Deputy Safeguarding Officer and other SDSCs with Safeguarding referrals and record keeping.
- Oversight of budgets associated with the services and approval of Purchase Orders.

Principal Duties and Responsibilities:

1. Manage the Disability Team, overseeing the day to day work of the team, carrying out annual Performance Reviews and Development Plans.
2. Act as first point of contact for the Disability Team in dealing with any issues that do not require the attention of the Student Mental Health and Wellbeing Manager, as appropriate.
3. Provide information, advice and guidance to applicants and students through one to one appointments (both face to face and virtual), emails and over the telephone.
4. Manage an individual caseload of complex students, ensuring appropriate disability support provisions are in place.
5. Offer relevant advice to colleagues on requirements of individual students.
6. Liaise with colleagues on practical arrangements for individual students in support of their studies via circulation of written guidance, notification of individual requirements and one to one meetings.
7. Liaise with colleagues at partner organisations/colleges to ensure support is in place for students studying off campus.
8. Work with external agencies e.g. Student Finance England, assessors, suppliers and organisations on appropriate support and facilities for individual students.
9. Act as a Senior Designated Safeguarding Champion (SDSC), responding to safeguarding concerns, maintaining accurate records and making referrals with appropriate external agencies.
10. Develop and maintain, in conjunction with colleagues, appropriate record systems.
11. Provide high level guidance to academic colleagues and other stakeholders on all areas of support for disabled students including developing and delivering disability awareness training sessions, training on the Equality Act and other disability related legislation.
12. Maintain up to date knowledge of Disability Student's Allowance (DSA) eligibility criteria and ensure the Disability Team adhere to current guidelines and practices.
13. Play an active role in producing and maintaining a range of sources of information in order to provide support and guidance to students, colleagues and stakeholders. Interpret complex legislation to colleagues in a clear and concise manner. Contribute and or write policies and procedures as appropriate.
14. Produce reports and statistical information as requested ensuring data is accurate.
15. Manage staff workloads, caseloads and monitor performance to ensure that the team meets deadlines and provides a high level of customer service, developing monitoring systems as appropriate.
16. Managing or contributing to projects and new initiatives from start to completion as requested by the Student Mental Health and Wellbeing Manager and/or Deputy Student Services Manager.
17. Preserve the confidential nature of the service provided to individuals, while responding appropriately to the institution's duty of care to others.

18. Produce routine letters, reports and statistics as required and the input, extraction and manipulation of data.
19. Represent externally the Student Services Team and the University when so directed.
20. Develop and expand on external relationships to support the aims of the service and to enhance the support accessible to students.
21. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with the statutory and corporate requirements.
22. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

In addition to the above duties all staff are require to:

- Work flexible hours as required including evenings and at weekends for events such as enrolment, open days and Student Services events. Remaining flexible in the event of a crisis or emergency situation, with the potential to work evenings and weekends.
- Attend and participate in work related training and staff development activities, which may take place off campus and involve overnight stay.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment is subject to Enhanced Disclosure and Barring Clearance

Person Specification

Position: Disability Service Team Leader		Reference: SSE-080/P	
Faculty/Service/Centre: Student Services		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Educated to degree (or equivalent) level, or possess an appropriate professional qualification or proven relevant experience in a similar role.	1	Application Form/Documentation
2 b)	Qualification in supervising/managing staff or proven credible experience in a similar role.	1	Application Form/Documentation
2	Skills / Knowledge		
2 a)	Up to date working knowledge of sources of information, specialist support & equipment for disabled students in HE.	1	Application Form/Interview
2 b)	Up to date working knowledge of disability legislation and application of the law within HE (DDA and Equality Duty).	1	Application Form/Interview
2 c)	Competent IT skills in support of student records administration e.g. databases, Microsoft Office, emails, letters and reports.	1	Application Form/Interview/Exercise/Presentation
2 d)	Able to present information, both orally and in writing, clearly, accurately and concisely to students and colleagues.	1	Application Form/Interview/Presentation
2 e)	Demonstrate effective organisation and administrative skills.	1	Application Form/Interview
2 f)	Proven successful ability to deal with deadlines and a heavy caseload whilst working under pressure with constant interruptions.	1	Application Form/Interview/Presentation
2 g)	Demonstrated ability to use a flexible and adaptable approach to work.	1	Application Form/Interview/
3	Experience		
3 a)	Proven track record of working within a team environment.	1	Application Form/Interview
3 b)	Experience of implementing support for people with specific requirements in a HE environment.	1	Application Form/Interview/Presentation
3 c)	Experience in a role requiring a flexible and adaptable approach to work.	1	Application Form/Interview
3 c)	Experience of working independently without close supervision.	1	Application Form/Interview

Position: Disability Service Team Leader		Reference: SSE-080/P	
Faculty/Service/Centre: Student Services		Priori	
Criteria		(1/2/)	Method of Assessment
3 Experience			
3 d)	Credible successful record of establishing effective working relationships with a wide range of people in a challenging environment.	1	Application Form/Interview
3 e)	Experience of dealing with students who may be demanding, in a helpful and cooperative manner.	1	Application Form/Interview
3 f)	Experience of supervising or managing staff.	1	Application Form/Interview
3 g)	Experience and understanding of Safeguarding Legislation and practices.	2	Application Form/Interview
4 Personal Qualities			
4 a)	Able to deal effectively with potentially conflicting demands.	1	Interview
4 b)	Adapt working practices to suit students of all cultural and health backgrounds.	1	Interview
4 c)	Able to use initiative to address problems for students and staff.	1	Interview
4 d)	Able to motivate and lead a team.	1	Interview
4 e)	Maintain a helpful and co-operative manner when under pressure.	1	Interview
4 f)	Self-confidence and ability to organise effectively, communicate and maintain cooperative working relationships within the University and externally.	1	Interview
4 h)	Commitment to equality of opportunity for disabled people.	1	Interview
4 i)	Awareness of the requirements associated with operating within a customer service environment.	1	Interview
5 Other			
5 a)	Willing to undertake staff development, which may take place outside the University.	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Prevent, Health and Safety, Freedom of Information Act and Bribery Act.	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity.	1	Interview
5 d)	Available to work flexibly and remotely, and travel as appropriate in order to meet the needs of the service.	1	Interview

Note:

1. **Priority 1** indicates essential criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.

2. **Priority 2** indicates desirable criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required