

Job Description

Position:	Disability Advisor
School/Service:	Student Services, Library and Sport (Transformation)
Reference:	LSS-155/P
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time 36.25 hours per week. (Some work outside these hours may be required e.g. Open Days, welcome and induction events, and attending staff development sessions)
Reporting to:	Disability Service Manager

Main Function of the Position:

- To work closely with the Disability Service Manager and colleagues in developing good systems and procedures.
- To provide information, advice and guidance on accessing support to students from pre-application to post-graduation stage.
- To manage a caseload of students often with complex support requirements.
- To provide information, advice and guidance to University colleagues on support arrangements for students, including providing disability awareness training
- To accurately complete all administrative functions in a confidential and efficient manner including: updating electronic and paper records, keeping accurate data on students from entry to exit and take appropriate follow up action, tracking and monitoring student progress and achievement.
- To work as part of a team in Student Services to deliver effective student support services.

Principal Duties and Responsibilities:

1. Within service standards and university procedures to provide information, advice and guidance to students and prospective students on disability related topics including applying for Disabled Students' Allowance or other financial assistance and support arrangements via appointments, emails, over the telephone and video conferencing.
2. To liaise with academic and professional support staff as required, to offer relevant advice, practical arrangements and guidance in relation to individual support needs.
3. Liaise with colleagues at partner organisations/colleges to ensure support is put in place for students studying off campus
4. Work with external agencies e.g. Student Finance England, assessors, suppliers and organisations on appropriate support and facilities for individual students.
5. Refer to specialist services where available and appropriate
6. Deal effectively and timely with a variety of telephone and written enquires from prospective students, their representatives, members of staff and students of the University.

7. To work closely with the University Life Lounge team and refer students as appropriate.
8. Develop and maintain in conjunction with colleagues appropriate, timely and accurate record systems.
9. Take the lead and facilitate staff training sessions on disability awareness, inclusive practice and legislation.
10. Play an active role in producing and maintaining a range of sources of information in order to provide support and guidance to students and colleagues.
11. To develop and deploy specialist skills and knowledge of disability advisory work when attending staff meetings, taking part in case load discussions and taking an active role in the team development e.g. leading a case review meeting with relevant staff.
12. To use a solution focussed approach when dealing with difficult situations and complex cases, working closely with colleagues.
13. Preserve the confidential nature of the service provided to individuals while responding appropriately to the University's duty of care to others.
14. Assist in the preparation of reports and statistics, as well as the input, extraction and manipulation of data in a timely manner as and when required.
15. Assess customer satisfaction and make recommendations for service improvements. Work with a team of Staff to ensure compliance with the Customer Service Excellence Award.
16. To work flexibly as part of the Student Services team, covering main reception, assisting colleagues in the Student Centre at peak times during the year.
17. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the service.
18. 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.

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 may be subject to Disclosure and Barring Clearance.

Person Specification

Position: Disability Advisor		Reference: LSS-155/P	
School/Service: Student Services, Library and Sport (Transformation)		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Honours degree in relevant subject area or equivalent level experience supporting individuals with complex learning difficulties and other disabilities.	1	Application Form/ Documentation
2	Skills / Knowledge		
2 a)	Up to date working knowledge of sources of information, specialist support and equipment for disabled students in HE	1	Application Form/Interview
2 b)	Up to date working knowledge of disability legislation and its application within HE (Equality Act) and the impact of not being compliant	1	Application Form/Interview/ Presentation
2 c)	Ability to work flexibly as part of a multi-disciplinary team and cover for other team members in their absence.	1	Application Form/Interview/ Presentation
2 d)	Excellent time management and caseload management skills and experience of prioritising competing demands with minimum support	1	Application Form/Interview
2 e)	Competent in the use of IT e.g. proficient in the use of Microsoft Office, word, excel, access, email, Video Conferencing such as Zoom and MS Teams	1	Application Form/Interview/ Presentation
2 f)	Excellent verbal and written communication skills e.g. the ability to communicate effectively and explain standard service procedures to students, staff at all levels and external colleagues.	1	Application Form/Interview
2 g)	Excellent and proven administration skills e.g. organised record keeping, retrieving, analysing, presenting data and producing reports.	1	Application Form/Interview
3	Experience		
3 a)	Proven track record of implementing high quality disability advice with specific requirements in a HE/FE environment.	1	Application Form/Interview/ Presentation
3 b)	Proven track record of maintaining a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
3 c)	Demonstrable record of establishing effective working relationships with a wide range of people in a challenging environment	1	Application Form/Interview
3 d)	Experience of working within a educational setting or working within other student facing services.	1	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview

4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Sensitive to individual and cultural differences	1	Interview
4 d)	Proven ability to use initiative to address problems for students and staff.	1	Interview
4 e)	Work independently without close supervision.	1	Interview
4 f)	Awareness and adherence to issues of confidentiality	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 General Data Protection Regulation, Health and Safety, Freedom of Information Act, Prevent 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 travel as appropriate in order to meet the needs of the services	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. Please note it is normally expected that a new appointee will commence at the bottom of grade.