

JOB DESCRIPTION

Vacancy Ref: N2816

Job Title:	Student Support Officer (Disability and Inclusion)	Present Grade:	6
Department/College:	Student Wellbeing Services, Student and Education Services (SES)		
Directly responsible to:	Disability and Inclusion Manager		
Supervisory responsibility for:	Support staff, temporary staff and volunteers		
Other contacts			
Internal: Service users, staff in SES (including the Assessment Centre, Counselling and Mental Health service, Funding team, Careers and the Student Registry), Facilities (including Accommodation and Security), Safety Office, ISS, Library staff, departmental and faculty administrators, academic staff, Departmental Admissions Officers and other staff in non-academic Departments and Colleges including College Wellbeing Officers, College Administrators, People and Organisational Effectiveness (POE) and the Students' Union.			
External: Prospective students and applicants, parents, teachers, University Partner organisations, Educational Psychologists, Student Finance England and other funding bodies, Equipment Suppliers, Support Work Agencies, Social workers and Social Services, medical professionals, Occupational Therapists, external Assessment Centres, Disability Services staff in other HEIs and other professionals working in the field of disability support and EDI.			
Job Purpose: To support the effective assessment, implementation and embedding of reasonable adjustments and inclusive practices at the University through managing a student casework portfolio and delivering project management work. The role-holder will provide comprehensive advice, guidance and support services to students with complex support needs and work to implement support and reasonable adjustments in line with equality legislation, working in partnership with academic departments, professional services staff and external agencies and organisations. The role-holder will also manage and deliver projects and continuous improvement initiatives with a strong focus on digitisation and evidence-based approaches, to support compliance with equalities legislation, maintain service excellence and support the increased embedding of inclusive practice across the University.			
Major Duties:			
<i>Student casework and service operations</i>			
<div><div>1.</div><div>Manage a caseload of students often with complex support requirements, conducting appointments and sessions to provide help and advice to disabled students, assessing students' needs, determining and implementing support arrangements, assisting with funding applications, and monitoring progress. To liaise with staff across the University, medical professions and external agencies to ensure the effective implementation of reasonable adjustments for students within the context of the Equality Act 2010.</div></div> <div><div>2.</div><div>Responsible for the maintenance and updating of accurate service records, processes and standards in line with University policy and Data Protection Regulations including ensuring:<div><div>a.</div><div>student support plans are created and shared appropriately to enable the institution to fulfil its legal responsibilities in line with the Equality Act (2010).</div></div><div><div>b.</div><div>Accurate and up to date financial records are maintained.</div></div></div></div>			
<div><div>3.</div><div>Where necessary assist with the supervision of support staff, temporary staff and volunteers, coordinating activities and monitoring work to maintain effective service delivery.</div></div>			

Projects, communications and collaboration

4. Project manage key projects and work-streams, as required, identifying requirements, developing and implementing actions and plans to improve service delivery, promote inclusivity and to facilitate equal access to the curriculum and university facilities.
5. Plan, develop and deliver staff guidance, communication and training, with a strong digital focus, to ensure consideration of disability and inclusive practice is embedded within university processes and practice to support compliance and to promote an excellent student experience.
6. Keep up to date with relevant equality legislation, funding eligibility and best practice in the sector to ensure service excellence and compliance with the Equality Act 2010 and other professional guidelines/policy.
7. Work with Disability and Inclusion managers to lead, develop and implement service and University wide change projects.
8. Lead or be a member of various Working Groups or Committees across the University representing Disability and Inclusion Services.
9. Provide administrative services for University Working Groups and Networks (e.g. Disability Network, ILN) when required.
10. Arrange and provide assistance and cover for other members of Disability and Inclusion Services during busy periods and holiday times.
11. To undertake any necessary training and development to develop relevant expertise to support the service.
12. To undertake other duties commensurate with the grade of the post as required.

Miscellaneous

13. Due to the nature of the service, there may be a need for additional hours in busy periods and some weekend or evening work (e.g. Open Days / special events) for which time in lieu will be given in line with University practice.