

JOB DESCRIPTION

Vacancy Ref: N2817

Job Title:	Student Support Officer: Operations (Disability and Inclusion)	Present Grade: 6
Department/College:	Student Wellbeing Services, SES	
Directly responsible to:	Disability and Inclusion Manager	
Supervisory responsibility for:	Student Support Coordinators and Administrative staff	
Other contacts		
Internal:		
SES staff; college staff; departmental and faculty administrators; academic staff, Heads of Department and Faculty Deans. Staff in other areas of Professional Services, e.g. Information Systems and Services, People and Organisational Effectiveness, Library, the Learning Development team; Facilities and Accommodation; Security; Students' Union. Departmental Admissions Officers.		
External:		
Students, prospective students and applicants, parents, other customers, external agencies, wellbeing staff and staff from other universities and partner universities.		
Job Purpose:		
<p>The purpose of the role is to manage the provision of an efficient and effective front-line information, advice and support service for Disability and Inclusion Services. The role holder will manage the student advice, guidance and administrative services for Disability and Inclusion Services, working in collaboration with teams within the Student and Education Services (SES) Division and in partnership with other teams in the University to improve and enhance the student experience. The role-holder is expected to seek ways to improve service design and delivery through creativity and innovation, team wide processes and efficiencies, and developing and implementing continuous improvement initiatives and projects, with a strong focus on digitisation, evidence-based approaches and efficient use of staff resource. It is expected that the role-holder will work collaboratively to ensure that information and guidance is consistent, data is collected, managed and reported effectively, and services are designed and delivered in a way that puts the student at the centre of the service delivery model.</p>		
Major Duties:		
Service operations management		
<ul style="list-style-type: none"> Leadership and management of a team of Student Support Coordinators and Administrative staff in Disability and Inclusion Services, delivering high quality front-line support and advisory services and the effective implementation of reasonable adjustments for students within the context of the Equality Act 2010. Oversight of front-line enquiries and support services for students, staff and other visitor enquiries for Disability and Inclusion Services (in-person and online), ensuring that as many enquiries as possible are resolved at first contact and that where that is not possible, appropriate and timely referrals, escalation and/or appointments to colleagues are made. Responsibility for development of clear business plans for front-line disabled student support and advice services which support team and strategic objectives. Oversee a range of administrative functions carried out by Disability and Inclusion services staff. 		

- Enhance service delivery on a continuous basis, ensuring that digital solutions are exploited as far as possible and to ensure services are flexible and meet evolving student needs.
- Liaise with SES, faculties and departments, the Students' Union, Library and other services to ensure that information provided is consistent and up to date.
- Undertake regular feedback from service users and use the feedback responsively to deliver service improvements.
- Oversight of service quality standards within area of responsibility, identifying, communicating and implementing relevant policy and procedural changes across the team.
- Lead on development of new initiatives/policies/guidance/processes to improve the support and advice services provided to students, ensuring an inclusive service is delivered.
- Oversee staff matters relating to Student Support Coordinators and Administrative staff e.g. recruitment, induction, training, supervision, rotas, PDRs and disciplinary matters.
Management of assurance and compliance for team service delivery, including but not limited to training, health and safety and GDPR.
- Work with Disability and Inclusion managers to lead, develop and implement service and University wide change projects.

Projects, data and communications

- Act as digital services lead for Disability and Inclusion Services, leading on digitisation projects to improve the student experience and/or service delivery.
- Lead the design and delivery of website information, publications and other forms of communications to students.
- Develop, review and oversee robust and effective data management processes for Disability and inclusion Services, acting as a data expert to advise and recommend improvements to reporting and information management systems and processes.
- Interrogate and evaluate a range of data to provide quantitative and qualitative information relating to aspects of the student experience and performance of Disability and Inclusion Services. This will include responding to Freedom of Information requests.
- Contribute to the development and implementation of inclusive practice at Lancaster to support the development of a more inclusive experience for all students.
- Provide administrative services for University working groups and networks (e.g. Disability Network, ILN) when required.
- Lead or be a member of various Working Groups or Committees across the University representing Disability and Inclusion Services.
- Plan and run events and promotion activities to increase access to and raise awareness of Disability and inclusion Services.
- Lead or work on projects as required, within the scope of the role.
- To arrange and provide assistance and cover for other members of Disability and Inclusion Services during busy periods and holiday times.
- To undertake any necessary training and development.
- To undertake any other duties appropriate to the grade of the post as required.

Miscellaneous

- 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.
- Due to the nature of the service there will be a requirement to be located on campus for the majority of working hours.