

The University Disability Service - Accompanying information for Applicants

The Disability Administrators underpin our innovative service. This post offers an exciting opportunity for an experienced and well organised administrator. We are looking for someone who enjoys working in a team that is supportive and motivated. An excellent communicator, who works flexibly, accurately, and can manage a varied workload.

More information about the University

The University of the Arts London (UAL) is collegiate. Consisting of 6 colleges located across London. The colleges are:

- Central Saint Martins,
- London College of Fashion,
- London College of Communication,
- Camberwell College of the Arts*,
- Chelsea College of Arts and Design*,
- Wimbledon College of Art*,

*Camberwell, Chelsea, and Wimbledon Colleges form one Administrative Unit called CCW.

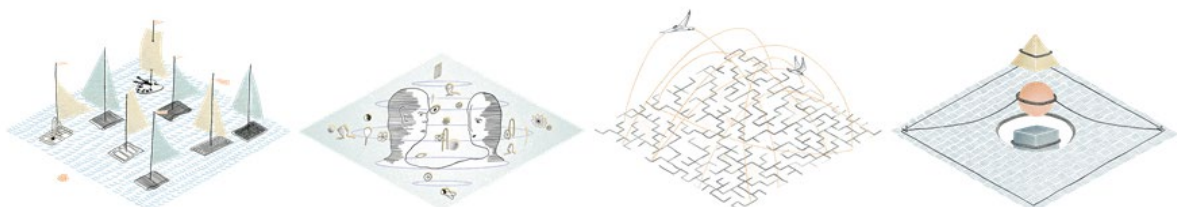
UAL courses have a variety of teaching and learning methods. These include lectures, workshops, studio work, group work and individual projects. Coursework, portfolios and 'crits' are common assessment methods.

Around 20% of students at the University are disabled and/or dyslexic. In the UK, UAL has the highest number of students receiving funding from the Disabled Students' Allowance (DSA). The Disability Service is a provider accredited Specialist 1-2-1 study skills support.

A Brief History of UAL.

1854 Saint Martins, the first of the Institute's colleges is established. Now part of Central Saint Martins.

1891 Chelsea College established.



1894/5 Printing College established, now called the London College of Communication.

1896 Central College established. Now part of Central Saint Martins.

1898 Camberwell College established.

1915 Barrett Street Trade School established. Which is the forerunner to the London College of Fashion.

1921 Retail & Distributive Trades College established. Now part of the London College of Communication.

1967 London College of Fashion set up.

1986 Establishment of "The London Institute".

1989 Central & Saint Martins merged as Central Saint Martins College of Art & Design (CSM)

1999 Drama Centre London (DCL) merged into CSM.

2000 Cordwainers College merged into LCF.

2003 The London Institute awarded University title.

2003 Byam Shaw School of Art merged with CSM.

2004 London College of Printing renamed London College of Communication.

2004 The London Institute renamed University of the Arts London (UAL)

2006 Wimbledon School of Art became the sixth College of University of the Arts London

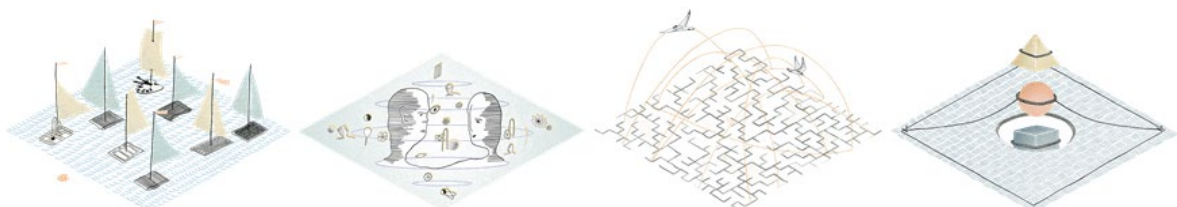
2008 Within UAL, strategic alliance of Camberwell, Chelsea, and Wimbledon Colleges (CCW).

2010 Central Saint Martins open a new Kings Cross site. Moving from Southampton Row and Charing Cross Road.

More information about the Disability Service

The history of the Disability Service

In 1988, a disability coordinator was appointed for the first time. To the then London Institute. (The London Institute became the University of the Arts in 2004). From then, until December 2009 this role evolved. Mirroring the changing shape and size of the University. Colleges employed their



Disability Administrators are vital to the smooth running of the Service. The role is very varied. Each Administrator participates in a rota and performs a range of tasks for students including:

- Handling inquiries.
- Processing diagnostic reports and sponsor/funding agreements.
- Invoicing funding bodies and ensuring funding payments are received.
- Booking appointments and managing appointment diaries.
- Administering support worker contracts and online timesheet systems.
- Ordering equipment and supplies.
- Processing supplier invoices.

Alongside these core responsibilities they may provide cover for the Student Centre Helpdesk. Each Administrator also has an area of responsibility. This is where they undertake specific tasks and projects to develop the service. For example, improving record-keeping systems or contributing to service publicity. The Administrators also undertake more general service project work.

The team is successful. It maintains service level agreements and performs well in student surveys. The challenges of the Disability Administrator role include:

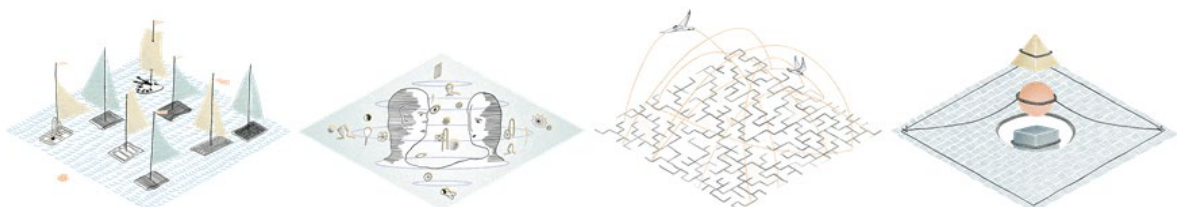
- Handling a high volume of queries. Whilst ensuring the quality of customer service and administration is excellent.
- Adapting to changes in practice, driven by funding bodies and external agencies.
- Consistently working within processes. Remembering them and being accurate when applying them.
- Developing effective working relationships with the other Administrators. With the Disability Service team, and key contacts (both internal and external).

The opportunities of the role include:

- Having a positive impact on the student experience.
- Working within a successful Disability Administration team. Which is dynamic and focused on improving service delivery.
- Being able to develop specific aspects of the Service. Through projects and a defined Area of Responsibility.
- Developing knowledge of advice work and other related student support functions.

Training and Development Opportunities

The Disability Service encourages all team members to engage with professional development opportunities. The service invests in formal and informal staff training. To make sure that the disabled student experience is of the highest quality.



JOB DESCRIPTION

Job Title: Disability Administrator		Accountable to: Administration Manager
Contract Length: Permanent	Hours per week/FTE: 35	Weeks per year: 52
Salary: £30,777.00 - £37,468.00		Grade: 3
College/Service: University Disability Service		Location: High Holborn, Remote and other College sites according to service need

Purpose of Role:

To be part of the University Disability Service and provide administrative support to the University Disability Service team.

To work within a small team responding to staff and student enquiries, arranging support work appointments, undertaking financial and support work administration.

To work closely with the Disability Service managers and colleagues in developing good systems and procedures, to realise the disability strategic plan.

To work within Disability Service process and procedures to maintain robust and accurate records.

Duties and Responsibilities

- To work within service level agreements, Service and University procedures, to provide accurate information/advice to staff, students and prospective students.
- To book specialist support work sessions and ensure that: all sessions are made according to service processes, accurately/appropriately recorded and confirmed.
- To take on responsibilities for ordering equipment, stationery and supplies.
- To maintain robust and accurate electronic records of contact with students in line with Disability Service procedures.
- Undertake financial and purchasing administration. Includes: raising purchase orders and invoices, preparing funding body claims, and ensuring funding invoices are recovered.
- Provide non- specialist information and advice in respect of initial enquiries about Disabled Students' Allowance.
- Be a positive and participative member of the University Disability Service, demonstrating engagement with the Disability Service values and participating in service enhancement projects.
- Work closely with line manager and team to develop and refine administrative, customer service and record keeping systems. Showing commitment to enhancing and supporting the work of the service.
- Keep up to date with the latest developments and changes to Disability Service procedures and makes sure that they are adhered to.
- Develop, deploy, and promote skills and knowledge within an area of responsibility and research.
- To work closely with colleagues within the Disability Service and wider Library and Student Support Services to ensure seamless provision of student support. This includes taking part in the Student Services Student Centre administrative and reception cover rota.

- To work flexibly and provide cover for colleagues to meet variations, peaks, and troughs in workloads.
- To contribute to and administer the evaluation and monitoring of the service.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

1. Head of Disability Service, Deputy Manager, Senior Disability Advisers, Support Work Co-ordinator, Dyslexia Co-ordinators and Disability Advisers
2. Other Student Services Staff, including other section administrators
3. Student Centre Helpdesk staff
4. Disability related staff in colleges
5. External partners with whom regular contact is required, including Student Finance England and external support agencies

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Disability Administrator

Grade: 3

Person Specification

<p>Specialist Knowledge/ Qualifications</p>	<p>Educated to 'A' Level standard or equivalent</p> <p>Broad knowledge of disability equality issues and disability provision in an educational setting (ideally in Further- or Higher Education)</p> <p>Relevant qualification and/or training in administrative support and customer care</p> <p>Advanced knowledge of;</p> <ul style="list-style-type: none">• Office 365, Microsoft Word, Excel• Email• Internet/Intranet <p>Good knowledge of Microsoft Powerpoint</p> <p>Experience of using desktop publishing software (Adobe InDesign desirable)</p> <p>Experienced in working with Databases, tailored business systems or case management software, Experience of Maximizer CRM desirable.</p> <p>Experience of successfully applying IT skills and knowledge to support the development and efficiency of a service.</p> <p>Experience of financial administration, sales ledger, purchase ledger, raising invoices and purchase orders and using accounts packages. Experience of Agresso is desirable.</p>
<p>Relevant Experience</p>	<p>Demonstrable experience of:</p> <p>Having an organised, accurate and systematic approach to administrative duties and record keeping</p> <p>Administrative support and customer service in a customer focussed, caring and inclusive environment.</p> <p>Call handling, including dealing sensitively with people who may be in difficulty or distress</p> <p>Working effectively in a busy environment, managing own workload. Prioritising effectively to meet deadlines and service level agreements.</p> <p>Dealing with sensitive personal information and maintaining confidentiality in line with relevant policies and procedures</p> <p>Maintaining records accurately and consistently in accordance with relevant policies and procedures.</p>

	<p>Maintaining up to date knowledge of relevant regulations and services, internally and externally, in order to deal effectively with enquiries.</p> <p>Contributing to the development of services and systems to meet customers' needs and helping to identify ways of improving standards</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing resources	<p>Plans, prioritises and organises work to achieve objectives on time</p> <p>Communicates and resolves conflicting priorities with colleagues, managers and students</p>
Teamwork	<p>Experience of working as a member of a team, providing support, cover and assistance where needed.</p> <p>Working collaboratively in a team and where appropriate across or with different professional groups</p>
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems.</p> <p>Shows the ability and willingness to:</p> <ul style="list-style-type: none"> • Approach problems proactively. • Research and analyse problems to identify their cause. • Contribute to the decision making of others by providing relevant information and opinions. • Triage and understand the boundaries of their role. • Distinguish when to make a decision, seek advice and/or refer issues to other colleagues/managers.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

Last updated: September 2022