

## JOB DESCRIPTION

<b>Job Title:</b> Disability Administrator		<b>Accountable to:</b> Senior Disability Administrator
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35	<b>Weeks per year:</b> 52
<b>Salary:</b> £27, 801 - £33,938 per annum		<b>Grade:</b> 3
<b>College/Service:</b> University Disability Service		<b>Location:</b> High Holborn and other College sites according to service need

### Purpose of Role:

The post holder will:

Provide administrative support to the University Disability Service team. Including responding to enquiries, managing appointments, undertaking financial and support worker administration, maintaining and developing record-keeping systems.

Be the first point of contact for disability-related inquiries. They may need to provide basic information, or to judge when a student should be referred for an appointment with a disability adviser or signposted to other support within the section. The post holder will also field inquiries from parents and tutors, being sensitive to confidentiality policy and procedure.

Work closely with external providers of diagnostic assessments and support work, being responsible for the timely recording and processing of referrals and financial information.

Be responsible for processing supplier payments and administering funding claims.

Work closely with other administrative post holders within Services for Students, including the Helpdesk Officers, providing cover when necessary.

### Duties and Responsibilities

- To work closely with the manager and administration team to develop and refine administrative and record keeping systems to support the work of the service.
- To deal with enquiries from prospective- and current students, parents, University staff, external organisations and members of the public referring on to the Disability Advisers when appropriate.
- To take responsibility for the appointment system, organising initial appointments and room bookings and maintaining a calendar of student support sessions and training events.
- To provide financial administration, including the timely and efficient administration of purchase orders, payments and invoices.
- To provide non- specialist information and advice in respect of initial enquiries about Disabled Students' Allowance queries as appropriate and as agreed with the line manager
- To provide administrative support in relation to external support providers, e.g. dyslexia assessors, communication support workers, personal assistants and mentors.
- To be responsible for data entry and records maintenance in respect of students' records and financial information
- To contribute to and administer the evaluation and monitoring of the service
- To contribute to the development of policies and strategies and the updating of publicity

materials, including the team's website.

- To be part of the Student Services Student Centre administrative and reception cover arrangements also taking responsibility for filing, storage and ordering equipment, stationary and supplies
- To make full use of all information and communication technologies in adherence with Data Protection policies to meet the requirements of the role and improve the effectiveness of the service
- To undertake health and safety duties and responsibilities appropriate to the post
- To perform such duties consistent with your position as may from time to time be assigned to you by your line manager anywhere within the University.
- To demonstrate a commitment to your own development and that of other staff through effective use of the University's appraisal scheme and staff development processes.
- To work in accordance with the University's Equal Opportunities Policy, and to promote equality and diversity in your work
- To conduct all financial matters associated with your role in accordance with the University's policies, 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, 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)

**Person Specification**

Specialist Knowledge/ Qualifications	<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"><li>• MS Office Word, Excel, Access</li><li>• Email</li><li>• Internet/Intranet</li></ul> <p>Good knowledge of MS 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 (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, invoicing and purchase orders and using accounts packages (Agresso desirable)</p>
Relevant Experience	<p>Demonstrable experience of:</p> <p>Having an organised and systematic approach to administrative duties and record keeping</p> <p>Providing 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 and 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</p>

	<p>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>Works 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"> <li>• approach problems proactively.</li> <li>• research and analyse problems to identify their cause.</li> <li>• contribute to the decision making of others by providing relevant information and opinions, and</li> <li>• triage and understand the boundaries of their role.</li> <li>• distinguish when to make a decision, seek advice and/or refer issues to other colleagues/managers.</li> </ul>

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: January 2017**

## The University Disability Service - Disability Administrator - Accompanying information for Applicants

This post offers an exciting opportunity for an experienced and well-organised administrator with excellent communication and workload management skills to join our innovative service.

### The University

The University is collegiate, consisting of 6 colleges located across London:

- 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
- } One Administrative Unit CCW

UAL courses include a variety of teaching and learning methods, including: lectures, workshops, studio work, group work and individual projects. Some subjects are examined; coursework, portfolios and 'crits' are common assessment methods.

Approximately 20% of students at the University are disabled and/or dyslexic. The University has the highest number of students in receipt of Disabled Students' Allowance funding in the country. The University Disability Service is an accredited provider of Specialist 1-2-1 study skills support for DSA.

### The Disability Service

The Disability Service aims to work together with students and staff to promote and inclusive learning environment where disabled students are able to succeed. The Service champions the social model of disability and its work is underpinned by the following values:

1. Respect the **individual**
2. Promote **inclusive** practices
3. **Empower** students and colleagues
4. Ensure **high quality** and **professionalism**

The Disability Service provides advice and support to students at sites across all six colleges. It was significantly expanded in 2013-14 as part of the University's commitment to improving the disabled student experience.

The University Disability Service (UDS) currently consists of

- The Head of The Disability Service
  - Deputy Manager
  - 2 Senior Disability Advisers
  - 2 Dyslexia Support Co-ordinators
  - 1 Senior Disability Administrator
  - 1 Support Work Co-ordinator
  - 8 Disability Advisers
  - 4 Disability Administrators.
  - A mixture of Salaried Term-time Only Dyslexia Support Tutors and Hourly Paid Dyslexia Tutors
- } The Service Management Team

The Disability Service handles inquiries from students and third parties, holds appointments with students and staff, assesses disabled students' needs and arranges support and adjustments for

students (e.g. providing support workers and loan equipment, securing adjustments to teaching/assessment).

The Disability Service provides advice and support to disabled and dyslexic students across all six colleges.

The Disability Service operates over several sites. The Administrators' main base and the main headquarters for the Disability Service are at High Holborn, from where it works closely alongside other Student Services functions. The Disability Administrators may also be required to work at College sites as well.

### **The Disability Administrator Role**

The Disability Administrators are vital to the smooth running of the Service and the role is very varied. Each Administrator 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 responsibilities, each Administrator also provides cover for the Student Centre Helpdesk, and also has a core area of responsibility where they undertake work to develop the service (e.g. improving record-keeping systems, contributing to service publicity). The Administrators also undertake service project work.

The challenges of the Disability Administrator role include:

- Ensuring the quality of customer service is excellent when handling a high volume of queries
- Adapting to changes in practice, driven by funding bodies and external agencies.
- Continually developing processes and systems;
- Developing effective working relationships with the other Administrators, 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 focussed 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 University is investing in staff training and development to make sure that the disabled student experience is of the highest quality.

## 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 with the changing shape and size of the University. Colleges employed their own local Disability Officers and developed their own approaches to providing support and making adjustments.

Following a review, a new small Disability Service team was established in 2010. Since then the University established a Disability Project Board – chaired by a Pro-Vice Chancellor. The Project Board oversaw the expansion of the Disability Service. From August 2013 onwards the Disability Service has been responsible for providing disability and dyslexia advice, support and training, University-wide.

Please visit the Disability Service website for more information:

<http://www.arts.ac.uk/study-at-ual/student-services/disability--dyslexia/>

## A Brief History of the Institution

**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 - 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 established.

**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 new Kings Cross site, moving from Southampton Row and Charing Cross Road.