

## JOB DESCRIPTION

**Job Title:** Head of University Disability Service

**Accountable to:** Dean of Students

**Contract Length:** Fixed Term 12 months

**Hours per week:** 35

**Weeks per year:** 52

**Salary:** £51,052

**Grade:** 7

**College/Service:** University Disability Service, ADS

**Location:** High Holborn

### Purpose of Role:

To lead the development and realisation of the strategy for including disabled students in all aspects of the student experience.

To lead and manage the University Disability Service and its relationships with key stakeholders, facilitating a consistent and co-ordinated approach to disability service delivery at each College.

To provide specialist expertise to relevant committees, parties and project groups.

### Duties and Responsibilities

- To lead the development, monitoring and review of an evidence-based university disability framework and a university planning process that integrates disability access and inclusion into all areas of activity which affect the student experience.
- To facilitate the development of inclusive practices via training for and consultancy to the university on university activities affecting the student experience, including:
  - Admissions
  - Programme validation and review and assessment policy and procedure
  - Learning, teaching and assessment and attainment enhancement activities
  - Libraries and Academic Support on the development of inclusive learning resource provision.
  - Assistive software and web protocols
  - Estates accessibility and inclusive design
  - Accommodation Services
- To be an active member of key university committees and networks – which might include:
  - Admissions Committees
  - Learning and Teaching Committees
  - Quality Committees and the Complaints and Appeals Group
  - Student Services management group
  - Libraries and Academic Support groups
  - Disability and Neurodiversity Champion Working Group
  - College Boards of Studies and local Committees
- To undertake projects and innovative practices to enhance inclusivity across the University
- To work in partnership with the Associate Dean for Academic Support and College Heads of Academic

Support, to ensure that the University's strategy for academic support is consistent and inclusive, and relates clearly and effectively to specialist disability support.

- To lead and manage the development and work of the University Disability Service: being responsible for its quality and consistency; line-managing the Disability Service Deputy Manager, 2.0 Dyslexia Support Co-ordinators, Senior Disability Administrator and Support Work Coordinator; developing the Disability Service management team.
- To collaborate effectively with other Student Services managers to ensure smooth operational delivery across sites and to lead cross-Student Services initiatives in respect of promoting and enhancing service offers and providing staff development about student support offers.
- To implement systems and processes underpinning the delivery, tracking and evaluation of disability support activities within the University, making best use of IT systems and coordinating the development of team procedures and protocols to ensure appropriate records for disability support are kept, in line with GDPR requirements.
- To manage all work related to accurate HESA reporting, maximizing the HEFCE disability and ALS funding and to identify and implement measures to maximize income generation for the service.
- To provide some direct disability related support and guidance to students, working particularly with students who may be in conflict with the institution about their disability access and support.
- To work with management in seeking strategic solutions to funding non-DSA-fundable students and college equipment costs and manage non-recoverable disability support expenditure for all students
- To oversee the development of mandatory disability equality training for all staff and other Disability Service training offers (working with external partners where appropriate), and to deliver disability-related briefings and training sessions for the university.
- To lead development activities for Disability Service staff and to develop service operating plans providing a professional service in line with core UAL goals, legal and sector requirements.
- To oversee UAL's relationships with external support providers and monitor the effectiveness of this provision, implementing changes, as appropriate
- To develop and facilitate timely and accessible communications about disability provision with students and staff
- To monitor, evaluate and report on disability support as part of UAL's quality assurance processes, and benchmark services in order to continuously improve the offer.
- To help develop student involvement and engagement initiatives, using the feedback to inform the service offer
- Represent the University at external meetings
- To keep up to date with relevant developments in the disability and HE/FE sectors
- To seek opportunities to excel in own professional area and help team members to excel in theirs
- To perform such duties consistent with your position as may from time to time be assigned to you from

anywhere within the University

- To undertake health and safety duties and responsibilities appropriate to the post.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuing personal and professional development, and to support that of any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff
- To make full use of all information and communication technologies 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.

- University Disability staff
- Student Services staff
- Academic support staff in colleges
- Library, IT, WP, H&S staff
- University senior management
- College senior management

**Specific Management Responsibilities**

**Budgets:** Joint responsibility for non-recoverable and recoverable disability budgets and the Disability Service budget

**Staff:** Disability Service Deputy Manager, 2 Dyslexia Coordinators, Senior Disability Administrator, Support Work Coordinator

**Other** (e.g. accommodation; equipment): Disability loan equipment stock

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

**Job Title: Head of University Disability Service****Grade: 7****Person Specification**

|                                     |   |
|-------------------------------------|---|
| Specialist Knowledge/Qualifications | <ul style="list-style-type: none"><li>• In depth knowledge of the social model of disability and the disability provisions of the Equality Act and the Public Sector Equality Duty especially as they apply to Higher- and Further Education.</li><li>• Educated to degree level or equivalent.</li><li>• Postgraduate management or leadership qualification or equivalent.</li><li>• Applied knowledge of and training in the disability provisions of the Equality Act 2010, ideally as they relate to Further and Higher Education.</li><li>• To possess at least NVQ Level III in Advice and Guidance or equivalent.</li><li>• To be an accredited member or to be eligible and willing to seek accredited membership – of a relevant professional body e.g. the National Association of Disability Practitioners.</li></ul>   |
| Relevant Experience                 | <ul style="list-style-type: none"><li>• Successful experience of leading, managing and motivating a large staff team.</li><li>• Substantial disability advice-related experience in the public sector and/or HE/FE sector.</li><li>• Experience of complying with legislation, regulations and Codes of Practice.</li><li>• Experience of providing direct disability-related advice to support and guidance to students or clients.</li><li>• Experience of initiating and managing complex projects which meet institutional objectives.</li><li>• Successful experience of cross-team working.</li><li>• Effective networking and influencing experience.</li><li>• Experience of developing and delivering training.</li><li>• Experience of managing budgets and financial monitoring.</li><li>• Experience of managing and resolving conflicts between stakeholder aspirations and operational feasibility.</li></ul> |
| Communication Skills                | Communicates technical or specialist ideas or information persuasively adapting the style and message to a diverse audience in an inclusive and accessible way.   |
| Leadership and Management           | Motivates and leads a team effectively setting clear objectives to manage performance.  |

|  |   |
|--|---|
| Research, Teaching and Learning            | Applies innovative approaches to course leadership, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.    |
|  | Applies own research to develop learning and assessment practice.   |
| Professional Practice                      | Contributes to advancing professional practice/research or scholarly activity in own area of specialism.  |
| Planning and managing resources            | Effectively plans and manages operational activities or large projects to achieve long term objectives.   |
| Teamwork                                   | Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.  |
| Student experience or customer service     | Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers. |
| Creativity, Innovation and Problem Solving | Identifies innovative solutions to problems to bring a wider benefit to the organisation  |

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: July 2018**

|

|

|

|

|