

Assistant Disability Adviser

Job Description

The Role

Job title:	Assistant Disability Adviser
Department:	Student Services
Responsible to:	Senior Disability Adviser
Location:	Royal Agricultural University
Salary:	Grade 5 - £25,138 - £29,605 pa dependant on experience
Term:	Full time permanent
Relationships with:	Applicants, students & staff

Purpose

The Assistant Disability Adviser works with disabled and neurodivergent students and applicants, staff and other stakeholders to provide reasonable adjustments so that individuals can successfully complete their studies. The role holder manages a caseload, providing advice and guidance to improve understanding of disability support and resolve problems encountered. The role holder is sometimes the first point of contact for incoming queries and will participate in student engagement events that may fall outside of standard working hours.

The Student Services team sits within the university's Academic Services Department, together with Registry, Admissions, Quality and Employability & Enterprise. Currently the university has 34.8% of its student population with a declared disability or neurodivergence. Student Services is located in the Student Hub on the Cirencester campus.

Key Responsibilities

1. Manage a caseload of students identified as having relatively straightforward needs, building strong supportive relationships with these students to encourage engagement with the service and planning own work to ensure deadlines are met.
2. Independently provide accurate and tailored advice, information and guidance to applicants and students on disability and neurodiversity support available and help them access this within agreed protocols, which may involve reviewing sensitive medical advice.
3. Provide accurate information and advice to other staff across the university to support disabled students, gaining their support to negotiate, agree and implement best practise support, including taking part in support meetings.
4. Keep webpages up to date and accessible so that users can understand the services available from Student Services.
5. Contribute to the wider work of the team through the development and delivery of proactive support programmes, suggesting new ideas and approaches, and through representing the service at meetings as requested, reporting back on key points.

6. Act as a liaison within the team, establishing clear communication between all team members and proposing changes in procedures and processes to improve efficiency and ensure they are joined-up and student-centred.
7. Develop and maintain effective working relationships with key contacts within the university, as well as external stakeholders, to support own work activities.
8. Use judgement and initiative to deal with unforeseen problems and circumstances arising, assessing complexity and risk to refer cases to more senior colleagues to decide on pathways for student support.
9. Identify long-term solutions to issues arising, including recognising patterns or recurring concerns, acting where possible to resolve issues before they escalate and collaborating with other staff where necessary to resolve issues.
10. Maintain accurate and confidential notes on casework, monitor data to identify students who may require additional support and undertake other data analysis and reporting as requested by management.
11. Keep own skills up to date and develop depth or breadth of knowledge in a particular area through learning from more experienced colleagues, exposure to a range of activities, and/or formal training/professional qualification.

General responsibilities:

- The university is committed to equality of opportunity. All staff are required to comply with current legislation, university policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the university appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The university expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The university acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the university not to allow smoking on university premises other than in specifically designated areas.
-

University Values

As a university we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Educated up to NVQ4, HNC or HND level, plus considerable relevant experience working in higher education and/or disability support roles	E	A, B
Knowledge, Experience and Skills:		
Experience of using policy and processes in day-to-day work, with a clear understanding of the Equality Act 2010	E	A, B
Experience of managing a caseload and working in a support role within a team	D	A, B
Experience of working with disabled people or providing disability support, ideally within higher education	E	A, B
Strong administrative skills including strengths in Microsoft Office applications and other spreadsheet and questionnaire platforms	D	A, B
Excellent organisational skills, together with extremely well-developed time management skills and the ability to manage and control effectively a busy and diverse workload to meet deadlines and help others to meet their timeframes.	E	A, B
The ability to work independently without supervision on a daily basis and as part of a team.	E	A, B
Strong ability to follow processes and procedures and contribute to their development and implementation	D	A, B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Experience of working to clear boundaries and using professional judgement to decide when to escalate and consult on complex or difficult issues	E	A, B
Advanced problem-solving skills with the ability to identify, analyse and resolve problems quickly and effectively	D	A, B
High level listening and interview skills, including the ability to respond with sensitivity and empathy to students in distress	E	A, B
Commitment and ability to support students from a wide range of diverse backgrounds	E	A, B

Pre-employment Checks

Subject to a satisfactory enhanced with adult barred list DBS check as a requirement to operate within role. This check will be completed prior to taking up post, with re-checks required every 3 years while in role.

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Karen Hocking, Head of Student Services:
Karen.Hocking@rau.ac.uk
- **Closing date:** 29 July 2024 with **Interviews on:** 6 August 2024
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.