

ual:

Job description and person specification

Disability Administator

Job description

Job title	Disability Administrator
College/Exec Group	Education and Students
Department/Team	Disability Service
Accountable to	Senior Disability Administrator
Contract	Temporary
Term	3 days a week (21 hours)
Grade	Grade 3
Salary	£22.44 per hour
Location	Hybrid, High Holborn and remote work
Job family	Professional & Administrative
HERA reference	ADS5

Purpose of the role

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

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

To work closely with the Disability Service managers and colleagues in developing systems and procedures, to support and enhance service delivery.

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

Key duties and responsibilities

- Work within agreed service level agreements (SLAs), and follow all Service and University procedures, providing accurate information and advice to staff, students, and prospective students.
- Maintain robust, accurate electronic records of all student contact in accordance with Disability Service policies and data management requirements.
- Keep up to date with the latest developments and changes to Disability Service

procedures and makes sure that they are adhered to.

- Book specialist support sessions, ensuring all arrangements follow service processes, are recorded accurately, and are communicated promptly to students and staff.
- Contribute to the evaluation and monitoring of the service by collecting, maintaining, and reporting relevant data.
- Undertake financial and purchasing tasks, including raising purchase orders, processing invoices, and ordering equipment, stationery, and supplies in line with University procedures.
- Be an active, positive, and engaged member of the Disability Service, demonstrating alignment with service values and contributing to service enhancement initiatives.
- Work closely with your line manager and team to review, develop, and refine administrative systems, customer service processes, and record keeping practices.
- Foster inclusive, collaborative communication across teams and partner services to ensure joined up working, shared understanding, and the seamless delivery of support to students.
- Work flexibly across the team, providing cover and support for colleagues during periods of high demand or staff absence.
- Use a broad range of skills and/or knowledge based on relevant qualifications or experience to resolve routine issues and support service operations.
- Exercise appropriate initiative and judgement when solving problems, referring to colleagues or managers where necessary.

Key working relationships

- Head of Disability Service, Disability Administrators, Deputy Manager, Senior Disability Advisers, Support Work Coordinator, Specialist 1-2-1 Study skills Coordinators and Specialist 1-2-1 Tutors, Mentors and Disability Advisers
- Other Student Services Staff, including other section administrators
- Student Centre Helpdesk staff
- Disability related staff in colleges.
- External partners with whom contact is required, including Student Finance England and external support agencies

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's [Staff Charter](#) and Dignity at Work Policy, ensuring equality, diversity and inclusion in your work to fulfil the University's obligations under the Equality Act.
- 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 (PRA) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's [Climate Action Plan](#) and [Social Purpose Strategy](#) which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- A broad knowledge of disability equality issues and disability provision in an educational setting (ideally in Further- or Higher Education).
- Proficient in Office 365 applications, including Microsoft Word, Excel, Outlook, and web-based tools such as Email, Internet, and Intranet systems.
- Experience of working with Databases, tailored business systems or case management software, Experience of Maximizer CRM (**desirable**).
- Experience of successfully applying IT skills and knowledge to support the development and efficiency of a service (**desirable**).
- Experience of working in a customer focussed, caring and inclusive environment. Which includes call handling and dealing sensitively with people who may be in difficulty or distress.
- Dealing with sensitive personal information, maintaining confidentiality, keeping robust records and acting consistently in line with relevant policies and procedures.

Communication skills

- Communicates effectively orally, in writing and/or using visual media.

Research, teaching and learning or Professional practice

- Assists with the delivery of basic training or briefings to support understanding or learning.

Planning and managing resources

- Plans, prioritises and organises work to achieve objectives on time.

Teamwork

- Works collaboratively in a team or with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.

Student experience or customer service

- Provides a positive and responsive student or customer service.

Creativity, innovation and problem-solving

- Uses initiative or creativity to resolve problems.