## Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

### 1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>14888</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Disability Support Adviser</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Disability Support Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>GR7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed Term Contract until 31 July 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Academic Services</td>
</tr>
<tr>
<td></td>
<td>Access, Careers &amp; Teaching Support</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday on Friday, 10 August 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form.</td>
</tr>
<tr>
<td></td>
<td>In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. <strong>CVs will not be accepted without an application form.</strong></td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Purpose Statement

The role holder will be a member of the Disability Support Team working within the Disability Support Centre, with a focus on providing integrated disability-related information, advice and guidance and support to disabled students and prospective students leading to successful progression, qualification completion and customer satisfaction. The key duties are:

a. To provide complex disability-related guidance and support to disabled students and potential students resident in England, individually and in groups (e.g. on forums) on a wide range of queries to maximise student success.

b. To act as a point of contact for reactive queries and requests for guidance and complex disability-related support received via a variety of channels, using an appointment system as required.

c. By developing relationships with colleagues in the Disability Support Centre and with Disability Champions in one or more Student Support Teams (SSTs) to refer on to other staff with specialist expertise as appropriate and as part of the Information, Advice and Guidance (IAG) model making interactions with the Open University as effortless and seamless as possible for disabled students and prospective students.

d. To offer most aspects of disability guidance and support for students/potential students in England over time whilst being aligned to one or more curriculum area (SST) and referring to the SST disability champions(s) as appropriate for specialist curriculum-related disability IAG.

e. To offer IAG skills and knowledge leadership, training and development to all Disability Support Centre Staff and to Disability Champion(s) within an SST specialism, and to make a significant contribution to the delivery and development of the University’s Disability Support Centre Service with a focus on IAG to promote retention, progression and satisfaction of disabled students.

Main Responsibilities

1. To provide direct delivery of guidance and complex disability support to students and prospective students in England, through both proactive and reactive contact via a number of channels including inbound and outbound phone calls, emails, letters, online webchat, online forums and social media, and face to face:

   Act as the first point of referral, including via hot transfers and pre-booked appointments, for students and potential students requiring guidance and complex support, using judgement and professional expertise.

   • Assess queries and ensure that other specialist disability support needs are identified and addressed, referring on where appropriate.

   • Guidance provision will concentrate on, but not be limited to, a specific area of disability support provided by one of the teams within the Disability Support Centre as well as being aligned with one or more curriculum (SST) area(s).

   • Undertake complex student disability profiling.

   • Provide complex advice and guidance to DSA and non-DSA eligible students on equipment schemes and non-medical helper support.

   • Provide guidance to students on reasonable adjustments.
• Accurately record and maintain student and prospective student details and discussions on university systems and databases.

• Guidance and complex disability support may also be provided to groups of prospective students and/or students, through other channels such as an online environment, e.g. moderating forums.

2. Leadership of areas of special responsibility:

• Responsibility aligned to guidance provision i.e. for a specific area of disability support provided by one of the teams within the Disability Support Centre as well as being aligned with one or more curriculum (SST) area(s).

• Act as a local knowledge expert and relationship contact point for one or more SST and specialist area(s) of disability support.

• Sharing responsibility for the quality of services by working across organisational boundaries and contributing to development and application of WASS appropriate quality standards across the Disability Support Centre.

• Coaching and mentoring role within Disability Support Centre including in relation to the impacts of disability legislation.

• Developing disability related IAG resources and communications on behalf of the Disability Support Centre and as an IAG professional to support the Centre in delivering service quality.

• Contribute to the design, development and evaluation of online and other written information, materials and systems to meet operational needs.

• Monitor, evaluate and deliver services and implement procedures to assure the continuous quality and improvement of services to disabled students and potential students.

3. Contribute to the design and delivery of disability-related staff development for staff in the Disability Support Centre, SST Disability Champions and colleagues in Celtic Nations:

• Support induction and staff development and training across WASS, SRSCs, Celtic Nations, Associate Lecturers (ALs), other academic staff and other role holders as appropriate, in relation to disability.

• Support delivery of training to ALs and to other academic staff relating to the role of disability support to students including on legislation, policies and procedures.

4. Significantly contributing to the development of the University’s Disability Support Service with a focus on IAG to promote student retention, progression and satisfaction through, for example:

• Involvement in or management of projects.

• Communications to disabled students and potential students.

• Representation on University groups.

• Developing support within new and existing support structures for disabled students.

5. To continually develop skills and knowledge to maintain and improve personal performance, adopting evolving business practices and procedures:
• Undertaking all duties in accordance with internal policy and external legislation.

• Working with Senior Management within the Disability Support Centre to understand personal performance and areas for development.

• Providing feedback to contribute to colleague’s performance development.

• Accepting feedback from colleagues to improve personal skills and knowledge.

6. To assist proactively in the development and continuous improvement of good internal and inter team working and service provision:
   • Participating in team meetings and developmental activities.
   • Contributing to business improvement ideas and initiatives, making recommendations to Managers as appropriate.
   • Showing initiative in helping the team to run smoothly, working and supporting other teams as required.
   • Undertaking other activities as directed by Managers.

3. Person specification

### Education, qualifications and training

**Essential:**

- A degree or equivalent qualification.
- A relevant professional qualification and/or evidence of training and continuing professional development in Guidance.

**Desirable:**

- NVQ 4 in Guidance.

### Knowledge, work and other relevant experience

**Essential:**

- Considerable experience of providing IAG to a range of diverse groups of customers, preferably students in adult, further or higher education.
- Knowledge of and commitment to equal opportunities and diversity.
- Awareness of the HE environment and government policies as they might impact on the University.
- Experience of working to personal, team and organizational targets.

- Experience of inbound and outbound calling in a complex customer services
### Desirable:

- Experience of working with disabled adults in an educational setting.
- An understanding of the needs of HE students.
- An understanding of the issues affecting student retention and progression in HE.
- An understanding of the issues affecting disabled students.

### Personal abilities and qualities

#### Essential:

- Advice and guidance skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging.
- Highly developed oral and written communication skills to convey complex information to a range of audiences.
- High level interpersonal skills including liaison, networking, negotiation and team working.
- Ability to work within and across a range of teams.
- Ability to develop and deliver training to a wide range of staff.
- Confident computer skills sufficient to use IT systems effectively and to deliver guidance in an electronic world.
- Good planning and organisational skills including the ability to work autonomously and manage high volumes of work.
- The ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change.
- An understanding of Equal Opportunities (EO) issues and a commitment to equal opportunities and diversity.
- Commitment to and role model for the University’s values.

### 4. Role specific requirements e.g. Shift working

#### Special working conditions

- The role holder will be required to work to an agreed pattern, between the hours of 8.00am – 6.00pm Monday to Friday, as directed by business demands.
- Please note that leave in the busy peak periods may be severely restricted. Current peak periods are August, September, October and January.
- The role holder will be working as part of complex workflow system.
- Appropriate office equipment will be provided to facilitate effective working on the telephone and for Skype/Lync conferencing.
Additional requirements

- Takes action when appropriate, to seek and deliver solutions to problems as they arise.
- Recognises personal impact on others and maintains a professional manner at all times.

5. About the unit/department

ACADEMIC SERVICES

The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

Access, Careers and Teaching Support (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director, and comprises of the following teams;

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Michelle Adams email: michelle.adams@open.ac.uk

If you have any questions regarding the application process please contact SS-STS-Recruitment@open.ac.uk

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: Midday on Friday, 10 August 2018
Post it to: The Open University

Name/Job title: Staffing and Recruitment Support
Acts & Student Support

Department/Unit: Academic Services

Address: Frank Henshaw Building
Hammerwood Gate
Kents Hill
Milton Keynes

Post Code: MK7 6BY

Or e-mail your application to: SS-STS-Recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by:
Michala Robertson, Assistant Director, Widening Access and Success Service

The other members of the interview panel will be:
Michelle Adams, Manager, Disability Support Team
Paul King, Manager Residential Schools and Auxiliary Aids and Services

The interviews will take place on: Tuesday, 21 August 2018

The selection process for this post will include
Shortlisted candidates will receive further details.

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

If you do not hear from us by 17 August 2018 you should assume that you have not been shortlisted for interview but we do thank you for your interest

Applications received after the closing date will not be accepted.