Job Description – Disability Support Assistant, Disability Support Team

About the role
The post holder will be a member of the Disability Support Team working within the Disability Support Centre with a focus on providing administrative advice and support to disabled students and prospective students leading to successful progression, qualification and customer satisfaction.

Key responsibilities

- To deliver excellent customer service and point of contact in response to enquiries from students and colleagues across the University in relation to Disability Support Centre wide services delivered through several channels including outbound and inbound calls, emails, letters and webchat
- To confidently deliver a proactive outbound led telephone conversation with students to encourage early declaration of requirements and application to the Disabled Student Allowance to maximise student success
- Providing students with information and the benefits of completing a Disability Support Form with the University to support their study requirements and access to appropriate services to ensure support is in place for module start
- To refer onto other staff with specialist expertise, particularly within the Disability Support Centre, as part of the Information, Advice and Guidance (IAG) model, making interactions with the Open University as effortless and seamless as possible.
- To accurately and efficiently complete specific University led information on the students Disabled Student Allowance to support the student’s application
- To build excellent working relationships with networks of colleagues to help the OU deliver its strategic objectives.
- To liaise with Disability Support Team colleagues and those University wide to transfer and support a student’s further discussions.
- To accurately record and maintain student details on university systems and databases including handling and recording of sensitive category information in-line with legislative requirements.
- Ensure all work is carried out to a high standard
- Use initiative, judgement and commitment to delivery to tight deadlines
- Undertake all duties in accordance with internal policies, operating procedures and policies, informed by use of a knowledge management system as well as briefings, use of databases and printed material to access accurate and up to date information and advice
Skills and experience

Essential

- **Qualifications** held in Maths and English Grade C or above.
- **Experience** of inbound and outbound calling in a complex customer service or similar environment as part of a complex workflow system.
- **Good communication skills** both oral and written: e.g. effective telephone techniques, use of plain English to explain policies and processes and the ability to write clearly, succinctly and correctly.
- **Flexibility** including adaptability to changing circumstances, duties, work practices and systems, with the ability to demonstrate initiative and a rapid understanding of newly presented information. Ability to work a shift pattern agreed by the Manager, Disability Support Team between the hours of 08.00 – 18.00pm Monday – Friday and consider restrictions to leave in-line with operational need.
- **Good organisational skills** including the ability to cope with heavy workloads and repetitive tasks, and to meet deadlines, working productively and accurately in a high-pressure environment with proven alpha-numerical ability.
- **Team work** demonstrating an understanding of team working and the ability to work as part of a team maintaining a professional manner always.
- **Procedures and problem solving.** The ability to work with and follow documented information and procedures: using initiative in problem-solving, whilst recognising boundaries.
- **Numeracy, accuracy and attention to detail** including processing, recording and managing confidential data.
- **Policy compliance** in-line with legislative compliance requirements
- **Valuing each other** An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.
- **Strong I.T skills** of varying systems including Microsoft Office packages and the ability to learn to use a range of in-house and customer management systems.

Desirable

- An understanding or knowledge of Disabled Students Allowance (DSA) and the Equality Act 2010.
- A qualification or willingness to work towards obtaining an NVQ Level 3 or above in customer service or Information Advice and Guidance

Role Specifics

The role holder will be required to work to an agreed shift pattern, between the hours of 8.00am - 6.00pm Monday to Friday.

Please note that leave in the busy peak periods may be severely restricted. Current peak periods are August, September, October and January.