

Job Description

Disability Service Manager

Student Experience & Teaching Excellence



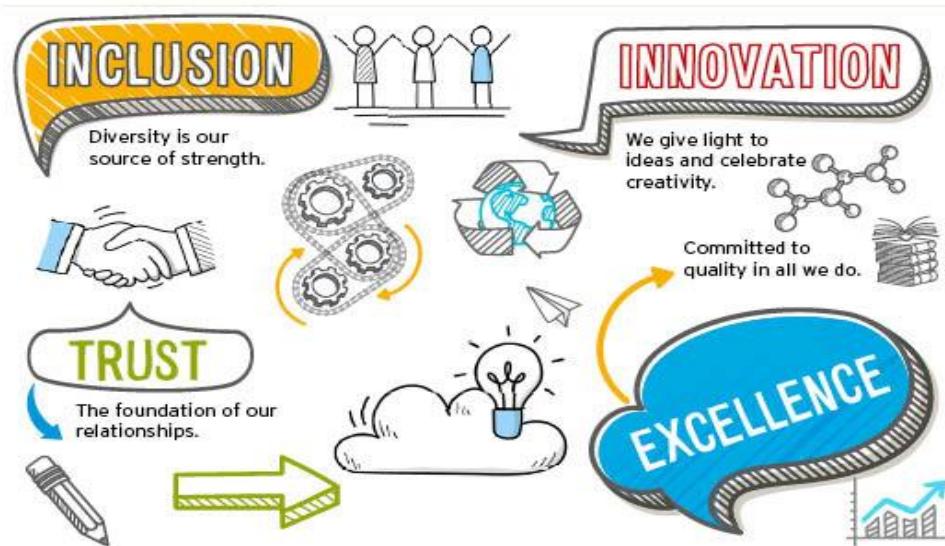
Brief summary of the role

Role title:	Disability Service Manager
Grade:	9
Faculty or Directorate:	Student Experience & Teaching Excellence
Service or Department:	Student Support & Careers
Location:	City Campus
Reports to:	Head of Student Wellbeing
Responsible for:	Disability Advisors (3), Disability Coordinators (3), Study Coach Service Coordinator (1), Disability Finance Officer (1), DSA Study Coaches (ad-hoc).
Work pattern:	Mon-Fri / 9am-5pm

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none">• Degree qualification• A higher degree or formal professional qualification
Desirable	<ul style="list-style-type: none">• Membership of the National Association of Disability Practitioners

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none">• Experience of leadership and managing teams• Experience of working in HE/FE setting in relation to disability support• Experience of working within a multi-cultural setting• Experience of working within a regulatory framework and ensuring compliance and good practice in all aspects of delivery• Experience of delivering briefings and training to a variety of audiences Knowledge and experience of issues relating to disability and best practice• Knowledge and experience of Disabled Students Allowance (DSA)• Strong and demonstrable working knowledge of the 2010 Equality Act and implications for Higher Education• Person focused with excellent interpersonal skills to build rapport and support collaborative working practices across teams.• Flexible and adaptable approach with an ability to work under pressure and motivated to deliver consistently high-quality services for students.
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	<ul style="list-style-type: none"> • Excellent IT skills with experience of email, MS Office including Word, PowerPoint, Excel to expert level. Experience of analysing and interpreting data, drafting complex reports and delivering briefings to others
Desirable	<ul style="list-style-type: none"> • Experience of leadership and management in a relevant educational setting or equivalent environment • Experience of interpreting and complying with complex legislation guidance and institutional policy and procedure

Main purpose of the role

To support the operation of a high functioning disability advice and support service within the University, ensuring that the service meets the key priority delivery areas and is delivered to required timescales.

To advise on inclusivity in relation to the needs of disabled students, providing advice and guidance to staff across the University to ensure an embedded approach to student support.

Main duties and responsibilities

- To lead the operational management and contribute to the strategic development of the Disability Service, including the Non-Medical Help Study Coach Service, and ensure efficient and effective achievement of service objectives and timescales that meet the needs of all service users.
- To provide effective line management to all members of the Disability Service, ensuring that staff receive regular appraisals, guidance on objectives and development opportunities, and that the workload of the team is planned effectively to ensure work is delivered in a timely manner and to a high quality.
- To oversee the daily activities of the Disability Service, ensuring that student needs are met in an appropriate and timely fashion, and that all staff within the service deliver a high-quality advice and support service.
- To develop a Disability Service that includes a range of ways of engaging students, including but not limited to in-person and online appointments, self-access information and resources, workshops, and drop-in clinics, and that the service is proactively designed for the whole student lifecycle.
- To undertake an active caseload, providing one to one support and advice to disabled students, including problem solving around complex student cases and reasonable adjustments.
- To ensure that the Disability Service is a data driven team and to prepare reports, briefings, presentations and training as required and contribute to the annual cycle of service review and planning.
- To ensure that the Disability Service works in collaboration with, and is an integrated element of, the wider Student Support and Engagement offer and thereby contributes to a joined-up student administrative journey.

- To lead developments and provide consultancy and training to academic staff to raise awareness of disabled students' requirements so that curriculum design, delivery and assessment methods are inclusive and accessible practice is embedded within the curriculum.
- To work in partnership with others across the University to meet our legal commitment to make reasonable adjustments for students, including representing the service in appropriate University forums and to embed 'lessons learned' within the service.
- To develop and/or contribute to new policies and procedures, working collaboratively with colleagues from across Student Services and/or the wider University, ensuring stakeholder engagement and effective implementation.
- To undertake relevant CPD and ongoing professional development to maintain currency and keep abreast of sector developments and best practice to inform the service delivery, including guidance relating to DSA, Student Finance England and disability legislation.
- As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation. (Essential for all roles)