

Disability Support Funding Administrator

Job Ref: REQ17457

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

The Counselling and Disability Service (CDS) provides support, advice and guidance to students with a wide range of disabilities and emotional needs. The Disability Support Team, which is part of the Counselling and Disability Service, delivers support to students with physical disabilities, sensory impairments, specific learning differences and Autistic Spectrum Conditions.

The Disability Support Funding Administrator will primarily provide support to the Disability Support Team but will also work with other teams across CDS that provide support to disabled students and will be one of the first points of contact for students and staff with funding queries.

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose

- To provide administrative support to The Counselling and Disability Service in all areas supporting students in receipt of funding from an external body, e.g. Disabled Student Allowance
- Support the CDS management team to monitor and track income from external funding by maintaining up to date records of income and expenditure, in relation to Disability Support
- To provide administrative support to the Head of Service

Job Duties

- To send and receive paperwork relating to the support needs of students using externally funded Disability Support. This includes providing administrative support and assistance with financial processes.
- To produce accurate invoices to funding bodies for DSA funded work carried out by the Counselling and Disability Service. This includes dealing with and resolving any queries from funding bodies regarding invoicing.
- Working jointly with other administrative colleagues CDS, ensure that relevant information from students' DSA reports is entered onto LUSI and bring such information to the attention of advisory colleagues and The Disability Support Manager, as appropriate.
- To produce statistical data on both internal and external funding used to support students with disabilities.
- To deal with initial, sometimes complex, queries from students about the DSA application and identify when to refer more specialist queries on to an advisor
- To work collaboratively as part of the CDS administrative team and the Information Team and to attend CDS administrator meetings
- To undertake some administrative support tasks for The Head of Service.
- To contribute to the development of procedures relevant to the role and ensure that Disability Support processes and systems are adhered to.
- To attend training to develop and maintain skills and knowledge relevant to the post.
- To administer bulk correspondence to students as required e.g. student surveys.

- To undertake any other duties in the spirit of the post as directed by the Head of Service.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to: The Disability Support Manager.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience of working in an office environment maintaining and disseminating data	1
	Experience of working in a large organisation	1
	Substantial experience of working as part of a team.	1
Skills and abilities	In depth knowledge of Microsoft Office applications, including Outlook, Word and Excel	1 and 2
	Ability to use Excel to manipulate data and produce statistical information.	1 and 2
	Ability to use databases, including creating databases, queries and reports in Microsoft Excel.	2
	Excellent interpersonal and customer service skills including appropriately responding to students in distress and providing a welcoming reception to the service.	1 and 3
	Excellent organisational skills and ability to prioritise own workload at times.	1 and 3
	Able to deal with queries face-to –face and by telephone.	1 and 3
	Ability to handle personal/confidential information appropriately.	1 and 2
Training	Attend training to develop and maintain relevant knowledge and skills	1
Qualifications	Grade C or above in English and Maths GCSE or equivalent. A secretarial qualification or equivalent.	1
Other	Commitment to the University's Equal Opportunities policy at all times.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working with disabled people.	1
	Experience of working in a Higher Education setting.	1
Other	Understanding of the Equality Act and its implications in an HE setting.	3

Conditions of Service

The position is part time (18.5 hours per week) and open-ended. Salary will be on Administrative Services Grade 4 (£19,485 – 23,164) per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Veronica Moore, head of counselling and disability service by email at V.U.Moore@lboro.ac.uk or by telephone on 01509 222769

Applications

The closing date for receipt of applications is **12 June 2017**.