

**JOB DESCRIPTION**

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| **Job Title** | Disability & Dyslexia Assistant |
| **School / Service** | Student Support |
| **Grade** | D |
| **Location**  | Docklands/Stratford |
| **Reporting to** | Senior Disability & Dyslexia Advisor |
| **Liaison with** | Students, UEL staff, external agencies and networks |
| **Contract type** | Permanent |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT:**

The Disability and Dyslexia team is a small and diverse team of advisors who are passionate about enabling students to overcome barriers to their learning. We understand no two individuals are the same and incorporate this into the way we support our students by providing individual solutions and impartial advice. We support students throughout their journey at UEL and will remain a point of contact for the duration of your course.

**JOB PURPOSE:**

To assist in providing comprehensive advice, support and guidance to students and applicants with disabilities/dyslexia and to liaise with staff and other agencies to secure the support that students require.

**KEY DUTIES AND RESPONSIBILITIES:**

* To process Disabled Student Allowance entitlement letters and liaise with external NMH agencies to ensure that support is provided in a timely manner.
* To advise on and assist with the completion of funding applications for Disabled

Students Allowance.

* To assist with the organisation and implementation of Disability & Dyslexia Team

events Open days & Training, including room booking, hospitality, AV etc.

* The co-ordination of exam support worker requirements during the exam periods.
* The co-ordination of data for the annual statistical returns.
* To undertake routine enquiries by telephone, email, post and in person, including the arranging of appointments, assessments and referrals for students.
* To assist with the organisation and minuting of team meetings.
* To assist with projects and reviews by gathering, collating and producing information as advised.
* To assist the DDT Manager & Senior Advisor in the financial requirements of the
* service, including the raising of relevant purchase orders, invoicing and the monitoring of financial transactions.
* To deal with the administration relating to the Screening and diagnostic assessment of students.
* Contribute to the maintenance and updating of student records.
* Contribute to the content and assist with the maintenance of DDT’s website.
* To provide support to the work of the Operations Team via the Operations Manager to ensure full support for operational activities underpinning the successful performance of Student and Academic Services
* To work flexibly to meet particular deadlines if these falls outside of usual working hours and to support early evening provision.
* Any other duties commensurate with your grade.

**KNOWLEDGE SKILLS AND EXPERIENCE:**

**Essential criteria;**

* Experience of dealing with email, face to face and telephone enquiries from staff,

students and external organisations

* Experience of entering, maintaining and retrieving electronic data
* Willingness to undertake further training and development in line with the

demands of the role and able to work flexibly to full-service requirements

across both campuses and able to travel between sites and to collaborative

partners and to undertake a small amount of evening and weekend work

as required

**Desirable:**

* Knowledge of the communication and learning needs of students with

disabilities/dyslexia in Higher Education and experience of providing advice and

guidance to adults with disabilities/dyslexia preferably in the context of HE/FE or other large organisations

* A good understanding of the responsibilities placed on Higher Education Institutions

by the Equalities Act and of the Disabled Students’ Allowances and experience of

assisting students to apply for funding

* Knowledge of UK specialist equipment suppliers, needs assessments, training

networks and disability organisations

**COMPETENCIES REQUIRED:**

**Essential Criteria;**

* Experience of planning, prioritising and organising your work on a daily, weekly or monthly basis whilst ensuring the effective use of resources. Personal capacity to work in a high pressured, demanding and fast moving environment
* Well-developed oral, written and presentation skills. Ability to communicate effectively and adjust content of information that needs careful explanation or interpretation to suit the needs of different audiences
* Excellent negotiation skills for a range of duties within the role, including identifying and securing appropriate provision for students with disabilities and dyslexia
* Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions to deal with complex circumstances and difficult situations
* Proven ability to work as an effective team member
* Experience of making independent decisions that may affect others outside the immediate work team and contributing to collaborative decisions with colleagues
* The ability to build relationships and contacts with colleagues both internally and externally for future exchange of information i.e. needs assessors, disability advisers and external service providers
* Experience of giving customers a positive and satisfactory service, and also of being able to adapt the service to meet customer’s expectations and to improve standards
* Experience of calming and reassuring those in distress, providing assistance but also referring to others when extra help is needed

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Educated to A level or equivalent qualification

**Desirable criteria;**

* Educated to Degree level or equivalent experience

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!