

**JOB DESCRIPTION**

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| **Job Title** | **DSA Advisor** |
| **School /Service** | **Student Services** |
| **Grade** | **E** |
| **Location and Hybrid working status** | **Docklands & Stratford – Hybrid** |
| **Reporting to** | **Access Centre Manager** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Students and UEL Staff especially Student Services Departments** |
| **Key working relationships: External** | **Other HE institutions, Funding bodies,**  **Needs Assessors, equipment and Non Medical Helper suppliers, external agencies, networks and professional bodies.** |
| **Contract type/ Hours** | **Permanent 1.0 FTE** |

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](https://www.uel.ac.uk/about/vision-2028), 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.

**BRIEF OVERVIEW OF SERVICE/SCHOOL: Student Services**

We are Student Services and are responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities. Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Student Services directorate is led by the Assistant Chief Operating Officer, Health Gain & Student Experience. Our department incorporates a number of professional and support teams including Student HUB, Student Conduct, Academic Tutoring, Residential Life, Student Disability and Dyslexia, Student Life, Student Money Advice and Rights Team, Student Engagement, Retention and Success and Student Wellbeing.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

The Regional Access Centre East London (RACEL) & DSA Team is a diverse team of advisors who are passionate about enabling students to overcome barriers to their learning. We offer support and guidance on all aspects of the Disabled Students’ Allowance (DSA).

**JOB PURPOSE**

To serve as the primary contact for all aspects of the Disabled Students’ Allowance (DSA) process for UEL students and external students previously and currently being Needs Assessed at the Regional Access Centre East London (RACEL). Providing comprehensive advice, guidance, and support to students with disabilities or Specific Learning Differences (SpLDs) about the Disabled Students’ Allowance (DSA). This role also involves providing effective recommendations and delivering tailored solutions for students within the Disabled Students’ Allowance (DSA) to enable equitable access to education and student success. Furthermore, it includes processing invoices for paid reasonable adjustments, which is eligible for Apprenticeship Learning Support funding.

**KEY DUTIES AND RESPONSIBILITIES**

* Actively apply knowledge of the Disabled Students’ Allowance (DSA) guidance to manage and resolve student queries by assessing the interaction of a student’s disability with the academic environment and developing solutions and strategies which are then recommend to funding bodies such as Student Finance England, the NHS, etc. and disability advisors.
* Conduct remote and face-to-face appointments with students to discuss their disabilities, diagnoses, and support needs within the context of the Disabled Students’ Allowance (DSA) and provide appropriate assistance, advice and guidance.
* Take responsibility for requests for mediation in student disputes involving Disabled Students’ Allowance (DSA) service providers including, taxi providers, non-medical helpers, equipment suppliers etc.
* Provide clarification of the Disabled Students’ Allowance (DSA) guidance to other Student Services teams.
* Support students in applying for the Disabled Students’ Allowances (DSA) and liaise with external agencies to secure necessary funding.
* Quality assure Needs Assessment reports produced by the Access Centre, to ensure compliance with relevant Disabled Students’ Allowance (DSA) guidelines.
* Maintain, enter, interpret, and retrieve electronic data from a variety of databases; including creating sales orders on AGRESSO for payment for Needs Assessments carried out, and processing Apprenticeship Learning Support Funding invoices.
* Work collaboratively and supportively to assist the Access Centre Manager to ensure compliance with the Apprenticeship Learning Support Funding audit cycle.
* Build and maintain relationships with internal teams, external service providers, and funding bodies to support students. Including attending stakeholder conferences and webinars to ensure knowledge is up to date on specialist technologies and Disabled Students’ Allowance (DSA) legislative requirements.
* Assist Access Centre Manager in ensuring that the assistive technology and hardware in the Centre is up to date.
* If required, provide support on designated projects and engage in marketing events with the Disability & Dyslexia Team (DDT).

The duties and responsibilities outlined above provide a general overview of the range of tasks that a DSA Advisor at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| Educated to a degree level or equivalent (qualified by experience) |  |  | A/C |
| At least one year of experience working within the DSA sector. |  |  | A/I |
| Experience/Knowledge |  |  |  |
| Experience of providing advice, information and guidance to adults with disabilities/dyslexia, preferably in the context of HE/FE or other large organisations. |  |  | A/I |
| Knowledge and experience of the Disabled Students’ Allowance (DSA) process, including application requirements, funding regulations, and available support. |  |  | A/I |
| Understanding of the communication and learning needs of students with disabilities/dyslexia in Higher Education, and an awareness of assistive technologies, equipment and Non-Medical Helper support options available. |  |  | A/I |
| A good understanding of the responsibilities placed on Higher Education Institutions by the Equalities Act. |  |  | A/I |
| Experience of proofreading complex and/or technical reports. |  |  | A/I  Proofreading test or Presentation |
| Skills/Abilities |  |  |  |
| Experience of planning, prioritising and organising own work within a high pressured, demanding and fast-moving environment. |  |  | A/I |
| Ability to understand, interpret and communicate complex information (e.g. medical evidence, diagnostic reports, Disabled Students’ Allowance (DSA) regulations, etc.) |  |  | A/I  Proofreading test or Presentation |
| Proven ability to use initiative and creativity to resolve problems and identify practical solutions for complex and challenging queries. |  |  | A/I |
| Experience of forming good working relationships with colleagues and external organisations to share information, make appropriate referrals and signpost across the range of services provided within Student Services and other areas of the University. |  |  | A/I |
| Ability to work flexibly as part of a team to achieve shared goals and foster a positive and productive working environment. |  |  | I |
| Commitment to and understanding of equality and diversity within a diverse and multicultural environment. |  |  | I |
| Other Competencies required |  |  |  |
| Experience in delivering positive and satisfactory service to customers, with the ability to adapt and enhance the service to meet customer’s expectations and to improve standards. |  |  | I |
| Willingness to undertake further training and development in line with the demands of the role. |  |  | A |
| Commitment to a social model of disability support. |  |  | I |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

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.

**Disclosure and Barring Service (DBS):**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.