

**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**



**JOB TITLE:** Disability Information Officer (Dart)

**DEPARTMENT:** Dart, Student Services

**LOCATION:** Brayford

**POST NUMBER:** QS2291M

**GRADE:** 5

**DATE:** November 2011

**Context**

To support the University's specialist disability Service Dart, working both independently and as part of a team to provide a professional service to students with disabilities. The Dart Team are experienced and highly regarded within the University. Guiding principles include a commitment to continuous improvement, the development of leading-edge, student informed services and working in a supportive and collegial way.

**Job Purpose**

To provide effective and efficient administrative support to Dart and the regional Assessment Centre using specialist disability knowledge and communication skills. To take an active role in the delivery of the services provided to students with disabilities.

**Key Responsibilities**

**Key Responsibility 1**

Provide confidential specialist disability administrative support to the Senior Disability Advisor/Assessment Centre Manager and four professional staff, ensuring a high standard of accuracy at all times, to include the taking of concise minutes at meetings (both internally and externally).

**Key Responsibility 2**

Provide line management responsibilities to one member of staff (Dart Clerical Officer). Including being responsible for their induction, appraisal, development, pastoral care and welfare. For example agreeing and delegating workload, setting objectives and ensuring that staff work to required timeframes.

**Key Responsibility 3**

Independently deliver monthly disability awareness training sessions within the University networks (Faculties and Service departments within UL),

**Key Responsibility 4**

To lead in regular departmental projects, which includes developing of resources which will be used by key stakeholders ie Heads of Departments, Faculties and the wider University community. Work collaboratively with the SU on coordinating annual events for example International Day of Disabled Persons, and Disability Sports which feeds into the University Equality strands.

#### **Key Responsibility 5**

To maintain and develop a comprehensive set of statistical spreadsheets in order to monitor accurately all aspects of business operations within the Assessment Centre including providing sets of data analysis to the Centre Manager. This to include analysis and interpretation and providing a time-bound report (KPI's) to external Quality Assurance Agency (DSA-QAG).

#### **Key Responsibility 6**

To manage and allocate necessary funding for Educational Psychologist Assessments, ensuring all monies are accurately recorded working to a prescribed budget and ensuring all documentation is recorded.

#### **Key Responsibility 7**

To independently manage a range of waiting lists in relation to room availability of client appointments in close conjunction with the personal diaries of Dart staff, the Assessment Centre and external consultants. Provide detailed information to the Senior Disability Advisor/Assessment Centre Manager to inform short and longer-term resource allocation. To be responsible for liaising between the Disability Advisers, students and external agencies to co-ordinate the provision of student co-workers, whilst maintaining an accurate recording system so support can be monitored.

#### **Key Responsibility 8**

To deal independently and promptly with the more complex/sensitive non routine enquiries made in person, telephone, mail and e-mail which are received from students, academic staff, colleagues within Student Affairs, and other internal departments, franchise colleges, Funding Bodies and other stakeholders, taking prompt and effective action. Making appropriate decisions and ensuring that they have responded at an appropriate level.

#### **Key Responsibility 9**

To lead in the Application Administrator role, including operating, maintaining and making necessary database changes. Has a responsibility to ensure that all paper records are kept in accordance with Data Protection Policies on recording Sensitive Information. Operate and maintain the Dart Website and Portal pages including writing its content, design, layout and construction.

#### **Key Responsibility 10**

Frequent requirement to deal (in the absence of relevant professional staff) with very distressed students, or staff and to ensure their safety and support. Ensuring a responsive and sensitive approach and considering all avenues, making necessary independent decisions which may include contacting internal/or external agencies ie colleagues within Student Affairs, Health Centre or Emergency Services.

## **KEY WORKING RELATIONSHIPS**

### **INTERNAL**

Students  
Colleagues within Student Affairs  
Academic staff  
Academic Registry  
Disability Advisers  
Assessment Centre assessors  
Administrative staff in faculties and services  
Estates and Facilities  
Learning Support

### **EXTERNAL**

Student Finance England  
Local Authorities  
Assessment Centre clients  
Disability Organisations  
Dyslexia Institute  
Dyslexia Tutors  
Franchise partners  
General Public  
Medical Practitioners  
Educational Psychologists  
NNAC  
Other FEI & HEIs  
Social Services  
Suppliers of IT and access technologies

## **PERSON SPECIFICATION**



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<b><u>Selection Criteria</u></b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A), Interview (I), Presentation (P); References (R)</b>
<b>Qualifications:</b> <ul style="list-style-type: none"> <li>Educated to A' Level or equivalent</li> </ul>	E	A
<b>Experience:</b> <ul style="list-style-type: none"> <li>Broad range of office experience, including working with databases, spreadsheets and filing systems</li> <li>Production of information materials and other literature</li> <li>Minute-taking</li> <li>Production of statistical reports</li> <li>Proofing and revising technical reports</li> </ul>	E D D E D	A  I I I P
<b>Skills and Knowledge:</b> <ul style="list-style-type: none"> <li>Working knowledge of the Disabled Students' Allowances</li> <li>Disability Awareness</li> <li>Working knowledge of MS Office or equivalent.</li> <li>Working within a HE/FE environment</li> </ul>	D  E E D	I  I A A
<b>Competencies &amp; Personal Attributes:</b> <ul style="list-style-type: none"> <li>Customer care approach</li> <li>Self-confident</li> <li>Attentive to detail</li> <li>Works under own initiative</li> <li>Works under pressure</li> <li>Empathic</li> <li>Teamwork</li> <li>Self motivated</li> </ul>	E D E E E E E D	I I P I, A I, A I I, A I
<b>Business Requirements:</b> <ul style="list-style-type: none"> <li>Able to travel between campuses</li> </ul>	D	I

**Essential Requirements** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.