

JOB DESCRIPTION

Job Title: Accessibility Advisor

Grade: 4

Responsible to: Accessibility Team Leader

Job Purpose:

To provide information, advice and support to prospective and current disabled students including information on appropriate funding. The Accessibility Advisor will assess and communicate recommendations for reasonable adjustments and contribute to the development of inclusive practices and resources.

The Accessibility Advisor is required to work on the University of Exeter, Penryn and Falmouth University campuses.

Main Duties and Responsibilities:

- Assess the requirements and needs of disabled students in order to communicate recommendations for reasonable adjustments to academic teams through individual learning plans.
- Facilitate applications for Disabled Students' Allowances and other disability funding, and liaise with needs assessment centres and funding bodies about recommendations and support.
- Support students with screening activities to identify student needs and advise students on assessment processes.
- Meet service requirements in relation to Key Performance Indicators, including responding effectively to on-line student enquiries, ensuring that students receive accurate and prompt advice and all responses/attachments are logged in students' electronic case files.
- Assess students using the service, to identify levels of risk and any potential welfare concerns so these can be supported or signposted correctly.
- Support disabled students with university procedures including health, wellbeing and fitness to study and extenuating circumstances.
- Maintain contemporaneous records of communications, actions, agreements and decisions in accordance with data protection and confidentiality.
- Prepare reports and other documentation relating to the Accessibility Team.

- Promote practices which support recruitment, admission and progression of disabled students.
- Develop and communicate resources for staff and students relating to inclusive teaching and learning.
- Represent the Accessibility Team with external agencies and to attend appropriate conferences and seminars to ensure that current trends and good practices are promoted.
- Support promotional work for Student and Academic Services, and other associated areas, across key activities such as open days, move in weekends etc.
- Provide input to the continuous improvement of the service by identifying opportunities for more effective working practices within Student and Academic Services and other associated areas.
- Maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Demonstrate a positive approach and commitment to team work within Accessibility and across Student and Academic Services.
- Work within the relevant legislation, policies and procedures.
- Participate in the Annual Performance Development Review Process.
- Actively support equality and diversity policies of Falmouth Exeter Plus.
- Attend training courses as identified and agreed for appropriate development.
- Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Accessibility Advisor

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Educated to degree level or equivalent. Enhanced DBS check.	Member of a relevant professional body (i.e NADP) or demonstrably equivalent professional experience.
Experience / Knowledge	<p>Previous experience advising and supporting disabled young people/adults in an education, community, health or employment setting.</p> <p>Demonstrable experience of effective intervention and signposting in crisis situations.</p> <p>Knowledge of a range of disabilities and the types of reasonable adjustments that can effectively support disabled students in HE.</p> <p>Up to date knowledge of the Equality Act and its practical implications in education.</p> <p>Knowledge of DSA and other grant funding streams available to students with disabilities.</p> <p>Excellent IT skills, with a strong ability to routinely use electronic systems to respond to and manage high volume student enquiries.</p> <p>Substantial organisational and administrative experience in successfully managing a demanding caseload.</p>	Experience of working in HE or FE in the area of accessibility/student support.

Skills / Personal Requirements	<p>Ability to manage a demanding and diverse workload.</p> <p>Self-motivated to maintain highest standards of service. Service will be operating online for the first term and possibly longer.</p> <p>Positive attitude and commitment to inter departmental teamwork.</p> <p>Friendly, upbeat and personable.</p> <p>Motivated to think of others and pitch in to support colleagues.</p> <p>Ability to meet the demands of working the service hours of 0900 – 1700, and preparedness for occasional travel and work outside normal working hours.</p> <p>Ability to work flexibly and accurately and take accountability for results.</p> <p>Experience of dealing with people when they are in personal stress or crisis.</p> <p>Ability to work effectively to meet tight deadlines/targets, whilst retaining accuracy and attention to detail.</p> <p>Ability to adopt a positive, solutions-based approach to day-to-day work demands.</p> <p>Excellent communication skills, with a demonstrable ability to communicate clearly and concisely – verbally and in writing.</p> <p>The ability to exercise confidentiality, ensuring full compliance with General Data Protection Regulations and associated organisational policies.</p> <p>Evidence of ongoing commitment to Continuing Professional Development.</p>	
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