

Inclusive Support Supervisor - Student Services - Grade F

Job Description

Purpose

To oversee the delivery of disability-related support to degree apprentices, ensuring the efficient coordination and delivery of learner support.

The post holder will apply working knowledge to develop and maintain effective and efficient administrative systems in the facilitation learner support, implementing internal support/adjustments identified by the University.

Taking ownership of medium to complex student cases, working in collaboration with colleagues across the institution for specialist support.

Duties

1. Supervise the delivery of disability-related support to degree apprentices ensuring they are in receipt of high-quality learner support as recommended.
2. Conducting 1-2-1 meetings/reviews with apprentices in line with guidance set by Education and Skills Funding Agency (ESFA) and or where required by the learner.
3. Assist the Inclusive Support Coordinator with the management, development, and quality assurance of learner support being provided to apprentices, including reviewing the needs of service users, and monitoring processes and professional practices to ensure a proactive approach to developing new types of provision as required.
4. Act as point of contact to external stakeholders, for example providers of learner support, holding monthly review meetings to ensure maintenance of relevant service level agreements.
5. Respond to and resolve queries in a sensitive and confidential manner, consulting with and escalating to key stakeholders across the university where required.
6. Liaise with Inclusive support advisers/officers to monitor and progress support arrangements for disabled apprentices.
7. Maintain an active awareness of issues across the sector and communicate and liaise with external stakeholders, participating in external networks to contribute to the sharing and development of good practices.
8. Take responsibility for key events and activities related to disabled learners, including but not limited to welcome, open and applicant days.
9. To promote the service offering as well as support preventative strategies to ensure a proactive approach in supporting apprentices.
10. Keep up to date with both University and external policies and procedures to ensure the Inclusive support respond accurately, efficiently, and within the agreed University guidelines.
11. To maintain precise record-keeping within relevant University systems to ensure data integrity and propose improvements to the student journey.

12. Monitor, maintain, and allocate tasks from relevant proxy email accounts in line with agreed service standards.
13. Monitor and assist with maintaining financial records in an accurate and timely fashion. Provide appropriate analysis of relevant data for purposes of forecasting financial liability.
14. Support the Inclusive support coordination manager in the production of ESFA financial return, working with colleagues in Academic registry where required.
15. Contribute to the drafting of operational documents and University policies, adapting the service according to changes in government or funding policies.
16. Develop and maintain effective liaison with other services across the University and with external partners to ensure students are supported effectively.
17. Undertake and other duties commensurate with the role and grade as determined by the line manager.

Knowledge, Skills, and Behaviours (Essential)

- Substantial and recent experience supervising in a busy customer-facing environment. (Application/Interview)
- Experience in using Student Relationship Management systems to accurately record student interactions. (Application/Interview)
- In-depth and broad experience in organising, inputting, and extracting data from complex computerised student records systems and checking data integrity. (Application/Interview)
- Experience in contributing to the establishment of effective new administrative systems and procedures. (Application/Interview)
- Demonstrable understanding of the higher education disability sector, diversity and inclusion issues, the Equality Act (2010) and the Disabled Students Allowance
- A' Levels or equivalent post-secondary qualifications, or relevant industry experience (Application)
- Attitude and ability to strive for continual review and improvements in the service systems and processes. (Application/Interview)
- Advanced experience of MS Office and the ability to adapt easily to new systems. (Application/Interview)
- Participate and work effectively as a member and supervisor of a team. (Application/Interview)
- The ability to work under pressure as part of a multi-disciplinary team, demonstrating appropriate communication, customer service, and advanced interpersonal skills; liaising with both students and staff of all levels. (Application/Interview)
- Excellent time management skills and experience in prioritising competing demands with minimum support. Ability to plan, prioritise and organise own workload and that of others. (Application/Interview)
- Awareness and understanding of confidentiality. (Application/Interview)
- Commitment to personal and professional development (Interview)
- Demonstrate a flexible approach to work and working hours. (Interview)

- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Experience working in a further or higher education customer-facing environment. (Application/Interview)
- Experience in the provision of disability related support to degree apprentices. (Application/Interview)
- Degree qualification. (Application)
- Relevant and recent continuing professional development in leadership, disability awareness, implementing of reasonable adjustments. (Application/Interview)
- Awareness and understanding of relevant legislation concerning provision for disabled people preferably in an HE environment. (Application/Interview)