

## **Assistant Coordinator (Inclusive Support) – Student Services – Grade E**

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### **Job Description**

#### **Purpose**

The post holder will assist in coordinating the day-to-day running of internal and external disability-related support services implemented by the Inclusive Support Coordination team. This will include planning, inputting, and maintaining support schedules, ensuring appropriate numbers of staff are available, and providing a first point of contact for service users and staff. The post will work closely with the wider Inclusive Support Team and Student Services as well as a range of external stakeholders such as external suppliers of non-medical Help (NMH).

#### **Duties**

1. Assist with the administration, coordination, and delivery of internal and external NMH service, including liaising with internal colleagues and external providers.
2. Efficiently and accurately create and maintain financial records within Business World in line with financial regulations and University procedures.
3. Process student support referrals from the Inclusive Support Advisors/Officers and contacting the student/applicant to coordinate their support.
4. Liaise with Inclusive Support Advisors/Officers and NMH suppliers to monitor and progress interim support arrangements for disabled students, with an awareness of University cost and legislative liabilities.
5. Act as the first point of contact for Student Wellbeing Ambassadors, BSL Interpreters and Support Workers.
6. Deliver a high standard of service by responding to support enquiries, providing guidance and assistance to service users and through maintaining and inputting data within the CUDOS system.
7. Assist in the Student Wellbeing Ambassador recruitment process, promoting the role, helping to deliver recruitment and selection events, induction events and training sessions.
8. Organise and confirm the Student Wellbeing Ambassador/BSL rota/timetable, including any ad hoc requirements.
9. Support the Inclusive Support Coordination team in ensuring all adhoc worker timesheets are correctly recorded on Dashboard.
10. Liaise with Timetabling and other Academic colleagues to review student timetables, ensuring efficient use of staff time and appropriate access to teaching

platforms such as Microsoft Teams and Blackboard, as well as any classroom materials.

11. Assist with planning key events and initiatives such as applicant days, open days, and any wider university events.
12. Utilise appropriate IT systems (i.e. MS 365, Banner, Starfish, CUDOS, Dashboard, Booking Bug) to provide appropriate administrative support, adapting processes as needed to facilitate service delivery.
13. Monitor and maintain relevant proxy email accounts in line with agreed service standards.
14. Assist with the induction/training of staff (i.e. explaining admin procedures to staff/students) as required.
15. Maintain an awareness of NMH issues across sector, sharing best practice.
16. Undertake such other relevant duties and responsibilities appropriate to the grade.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Significant experience of working in an administrative or customer service role, including meeting the needs of various stakeholders and colleagues (Application/Interview).
- Experience of organising, inputting, and extracting data from a complex computerised student records system and checking data integrity (Application/Interview).
- Educated to A Level standard or equivalent, or equivalent experiential learning (Application).
- IT literate and the ability to work with a range of systems (Application/Interview).
- Strong communication skills, both verbal and written, to be able to communicate with a diverse range of individuals experiencing wellbeing and/or disability related support needs (Application/Interview).
- Ability to plan, prioritise and organise own workload, as well as being able to work under pressure to meet deadlines (Application/Interview).
- Knowledge of inclusive practice and disability legislation/policy, along with awareness and understanding of confidentiality (Application/Interview).
- Experience in assisting with the organisation of customer-facing events and activities, with excellent presentation skills (Application/Interview).

- Ability to work unsupervised, exercising judgment and initiative as well as being able to participate as an effective team member (Application/Interview).
- Demonstrate a flexible approach to work and working hours (Application/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 of working in, and an awareness of issues relating to staff and students, in a higher education setting, along with knowledge of disability support services in higher education (Application/Interview).
- Undergraduate degree or equivalent, or equivalent experiential learning (Application).
- An awareness of relevant disability networks and organisations (Application/Interview).