**Job Title: Disability and Inclusion Officer**

**Reports to:** Academic Director (Quality and Student Experience)

**Key Contacts:**

*Internal:* Academic Directors, Head of Department, All Faculty Members
*External*: Disability Needs Assessors

**Overall Purpose of the Role:**

Working as part of the Student Wellbeing team to ensure students are effectively supported, the Service contributes to key strategic aims such as retention, achievement and satisfaction by providing expert advice and support and by assessing and arranging adjustments to enable students to participate fully in academic life and meet their full potential.

**Key Responsibilities:**

* Maintain records of students who have submitted a self-assessment form at admission.
* Maintain records of students who have a Summary of Reasonable Adjustments (SORA).
* Perform SORA distribution to relevant academics.
* Oversee ergonomic chair usage and textbook distribution.
* Ensure Exam arrangements are in place.
* Respond to emails in the student Disability & Inclusion and student wellbeing mailboxes.
* Maintain logs of student contact (including self-referral spreadsheet).
* Signpost students to relevant services within the wellbeing team.
* Maintain confidentiality in accordance with the wellbeing team’s principles of confidentiality.

**Administration and Data Management:**

* Maintain accurate, GDPR compliant records of student interactions and attendance, ensuring efficient reporting and follow-up.
* KPIs for the role would be driven by engagement, awareness and feedback of the service.

**Education and Experience:**

* Degree or equivalent
* Experience working as a Disability and Inclusion Officer or equivalent
* Background in education or with relevant Higher Education experience

**Knowledge/Skills**

* Able to respond sensitively to the needs of students experiencing mental distress.
* Able to recognise and manage CRISIS situation.
* A demonstrably high level of personal discretion and judgement especially when dealing with sensitive or confidential information
* Strong organisational skills with the ability to work proactively to identify and resolve problems
* Adaptable, self-motivated, and able to work independently with minimum supervision
* Ability to work within professional boundaries.
* IT literate with a sound knowledge of Microsoft Office, especially Excel spreadsheets

**Attributes and Values:**

* A proactive, student-centred approach with a strong passion for helping students
* Ability to maintain personal and professional boundaries
* Ability to empathise