



# JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Disability Advisor
Reports to:	Head of Welfare and Compliance
Location:	Birmingham but regular travel to London and Manchester campuses
Department:	Welfare

2. ABOUT THE ROLE	
What you'll be doing?	As Disability Advisor you will support the Head of Welfare and Compliance in the development and delivery of services related to inclusive practice and disability-related support
Key Responsibilities	<ul style="list-style-type: none"> <li>Meeting with a high volume of students to review and discuss reasonable adjustments (such as additional exam arrangements) and following pre-determined processes to administer follow-up and communication with relevant staff</li> <li>Establishing and developing support for students in using assistive technology and help develop an Assistive Technology suite</li> <li>Working as part of a team to identify, develop and promote new initiatives to support students with additional learning needs</li> <li>To support students with their applications for Disabled Students Allowance</li> <li>To support the administration of learning support funding claims for Degree apprenticeships</li> <li>Developing links with the faculties across the University to promote inclusive learning and teaching</li> </ul>
KPIs & SLAs	<p>Providing monthly reports on uptake of Disability provision and budgets</p> <p>Responding to stakeholder enquires within 24 hours</p>
Key Working Relationships	Registry, Programme administration, ACE team, Library, Skills Coaches, Student Services, Finance, Recruitment, Admissions, Conversions, Partner University Welfare teams, Employers (DAs)

3. ABOUT YOU	
Skills & Abilities	<ul style="list-style-type: none"> <li>Excellent communication and networking skills that establish trust and credibility with students and staff at all levels</li> <li>Self motivated</li> <li>Well organised and methodical</li> <li>Efficiency</li> <li>High attention to detail</li> <li>Exceptional problem-solving skills with the ability to work on own initiative</li> </ul>
Your Experience	<ul style="list-style-type: none"> <li>You will have experience of providing expert one-to-one advice to disabled students or students with complex needs, including multi-agency liaison. €</li> <li>Proven track record of supporting individuals in crisis (E)</li> <li>Experience in working in Higher Education (D)</li> <li>You will have a proven track record of developing and/or implementing inclusive policy and practice in an organisational context. (D)</li> </ul>
Your Knowledge	<ul style="list-style-type: none"> <li>Practical working knowledge of the Equality Act 2010 in relation to all protected characteristics and a sound grasp of the legal aspects of supporting disabled students</li> <li>Understanding of the SEND Code of Practice 2015</li> <li>Practical working knowledge of Degree Apprenticeships funding rules</li> <li>A working knowledge of assistive technology (e.g. mind mapping software) and its application to study is desirable.</li> </ul>
Your Qualifications	Level 7 qualification in Learning Difficulties and Disabilities
What you'll bring to QA	<ul style="list-style-type: none"> <li>excellent communication skills</li> <li>the ability to engage and motivate students</li> <li>problem solving skills to introduce new ways of working</li> <li>experience of managing a fluctuating and often demanding workload</li> <li>skills of persuasion and influence</li> </ul>

4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b></p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
We promise to be	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs - fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you - our learners and our customers - to earn your trust.</li> <li>○ We connect a solution to your problem - we have tonnes of different services to help you.</li> <li>○ We're the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change - and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods - no matter how out there.</li> <li>○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years)- with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> <li>○ Season ticket loan</li> <li>○ Corporate gym membership</li> <li>○ Cycle to work scheme</li> </ul>
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