

Job Description

Position / Job Title:	Disability Advisor (Fixed Term, Part Time)
Ref:	863
Location/Building:	Any University Building
Faculty/Professional Service:	Student Services
Group/Section:	Additional Learning Support
Normal Hours per Week:	18.5 (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	6
Accountable to:	Disability Services Manager
Responsible for or supervises:	Disability Advice Assistant
Special conditions:	We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our Safeguarding Policy. We are committed to providing a safe environment for all students and staff. As this role comes has contact with apprentices, the postholder must be familiar with our Safeguarding Policy and at all times comply with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training.

Job Purpose

Providing individual advice and support to prospective and current students to determine support needs and access to funding, making recommendations on reasonable adjustments so that students can participate fully in university life in accordance with the Equality Act 2010.

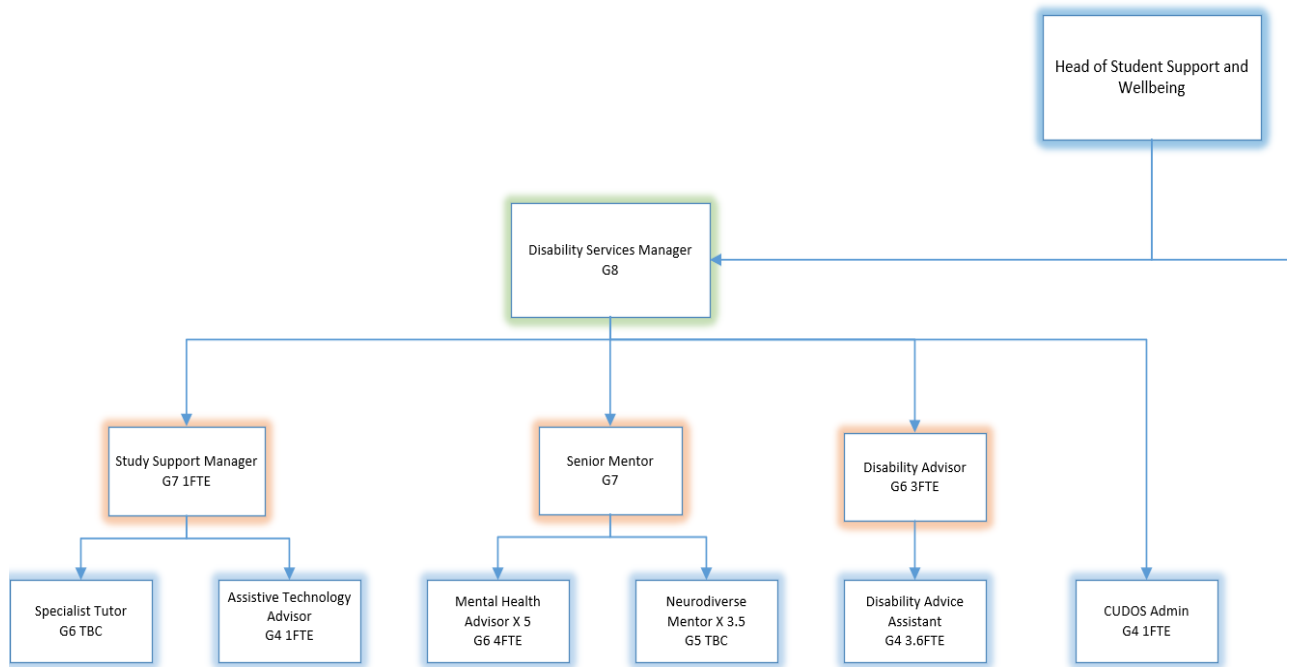
Working with academic staff to ensure any identified reasonable adjustments for students with disabilities meet the core competencies of the programme of study.

Contributing to the Department's strategies, policies and priorities, and representing the service as high quality, professional and student-centred within and outside of the university

Main Responsibilities

1. Managing a varied, complex and sensitive caseload of current and prospective students with disabilities, including those with long-term mental health conditions, who want to access disability support.
2. Advising students on obtaining appropriate diagnostic and/or medical evidence and understanding their disability in the University context; assisting students to apply for relevant funding, accessing needs assessments for their course and drawing up a summary of adjustments for each student.
3. To follow up with students after their registration, needs assessment or DSA application to help them to access recommended support and adjustments.
4. To inform prospective students about support available, ensure that requirements are identified and that where possible support is in place prior to entry.
5. Communicating the support requirements of students to relevant staff and departments within the University.
6. To contribute to the operational delivery of the ALS service, ensuring that student support pathways are clear and effective, assisting with the management of issues relating to the compliance of the Equality Act 2010 and escalating where appropriate.
7. To keep confidential records in accordance with University policy. This will include maintaining complete and accurate records of student support and communication. It also means working at all times with due regard to requirements of the Data Protection Act to ensure the appropriate storage and handling of sensitive personal data, considering any student requests for confidentiality while responding appropriately to the institution's duty of care to others.
8. To participate in the collection, maintenance and analysis of appropriate Service data and management information to monitor, evaluate and continuously improve the student experience.
9. Maintain knowledge of current Government policy and liaise with external agencies and professional bodies to ensure up to date specialist knowledge and maintain awareness of best sector practice. Contribute to the development of practice within the Additional Learning Support Service through briefings and training.
10. To contribute to the development of university policy, procedure, and practice in relevant areas, and to deliver staff development activities that will enhance the experience of disabled students and support colleagues to maintain disability awareness and meet their duty under the Equality Act 2010.
11. To ensure safeguarding arrangements are in place for vulnerable learners, and any identified risks are escalated to the head of Service.
12. Undertake any other duties as required by the Disability Services Manager, Head of Student Support and Wellbeing or Director of Student Services.

Organisation Chart



Contacts Internal and external, including level

Internal:

All BU staff and Students

External:

All users of the University

Parents and student representative,

Employers

External Assessor and support providers and placement providers

Student Finance England

Regional HE networks.

Challenges What are the most difficult, complex or challenging parts of the job

Tact, diplomacy and sensitivity are key elements of this role as is the ability to remain calm under pressure and in challenging situations.

Understanding the limits of own expertise and identifying when a referral is required are important barriers to note. As is being solution focussed in meeting the needs of complex students and thinking creatively about how their needs can be met so that they can successfully complete their chosen programme.

A high level of customer focus is required striking the right balance between providing support, whilst ensuring at the same time that students – and staff - are aware of their responsibilities.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes, and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

October 2026

Position / Job Title:	Disability Advisor	Position No: TBC
Faculty / Service:	Additional Learning Support	Date: October 2026
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Satisfactory enhanced DBS check		E
Educated to degree level or equivalent in a relevant discipline plus relevant proven work experience		E
Relevant teaching qualification (e.g. Higher Education Academy (HEA) Practitioner or equivalent) or demonstrable teaching experience with a commitment to achieving the required Professional Standards for Teaching.		E
Understanding of the DSA QAG and compliance requirements for providing support.		E
Understanding of the student lifecycle		E
Awareness and understanding of the Equality Act 2010 and 2019 and impact on the universities responsibility to provide reasonable adjustments		E
Up to date working knowledge of sources of information, specialist support and equipment for disabled students in higher education		E
Knowledge of the range of conditions that can impact an individual's ability to study, Specific Learning Difficulties, Sensory Impairments, Mobility Conditions, Medical Conditions		E
Demonstrable record of establishing effective working relationships with a wide range of people in a challenging environment		E
Ability to provide expert information advice and guidance to customer/client services teams		E
Skills		
Excellent literacy and numeracy skills		E
Able to promote service excellence and quality assurance to prospective and current users of ALS either staff or student		E
Ability to identify and implement a solution focussed response to complex scenarios		E
Experience of liaising with a wide range of internal and external stakeholders.		E
Excellent interpersonal skills with the ability to explain complex issues in a way that is understood by non-specialists		E
Substantial knowledge of disability support and advice, ideally within higher education		E
Excellent IT skills with proven ability to work with systems' procedures		E
Knowledge of Assisted Technology for Adult learners		E
Attributes		
Ability to communicate with students and staff using both sensitivity and firmness		E
Awareness of the requirements associated with operating within a customer service environment		E
Excellent attention to detail, well-organised with the ability to prioritise tasks effectively		E
Demonstrable commitment to student-centred support with the ability to work on own initiative and as part of a team.		E
Ability to build up rapport to inspire and motivate students and staff for learning and assessment		E
Demonstrable understanding of own limitations of knowledge/expertise and when to refer queries on		E