

Job Description

Position / Job Title: Disability Advisor Assistant

Ref: POSN108007

Location/Building: Any University Building

Faculty/Professional Service: Student Services

Group/Section: Additional Learning Support

Normal Hours per Week:

(Some flexibility will be required in order to ensure that key time scales and deadlines are met).

Grade: 4

Accountable to: Disability Advisor

Special conditions:

(DBS only) 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](#).

(Apprenticeship academic provision and/or support) 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

- To provide professional, specialist advice, guidance, and support to prospective and current students with Specific Learning Difficulties, (SpLDs) disabilities, medical and mental health conditions, and related concerns.
- To verify funding entitlements for individual students to ensure the appropriate support is in place.
- To ensure all students' disability evidence is current and valid prior to coordinating with Faculties, Estates, Accommodation, Academic Services (Exams) and other services across BU where students would be entitled to reasonable adjustments.

Main Responsibilities

1. To support the Disability Advisors through managing the registration process of a transient caseload of students who have declared a disability or need additional learning support.
2. Supporting the Disability Advisors in 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 and drawing up a summary of adjustments for each student.
3. To ensure the student adjustment information is generated, in line with new induction processes, ensuring this is communicated with appropriate stakeholders so that adjustments are in place to aid the students access to their learning.
4. To work with the Disability Advisors in responding to enquiries from prospective students, following the registration process, to discuss additional needs prior to arrival.

5. To ensure that where students are entitled to funding, they are supported with the process of applying for DSA and understand how Assessments are facilitated.
6. Delivering specialist guidance through face-to-face, telephone, email, and open days, applying underpinning knowledge of how students with a disability can be supported.
7. To manage enquiries that relate to SPLD queries prior to recommendations for a formal diagnosis if appropriate via external providers.
8. 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.
9. Ensure students are prepared for transition to the appropriate stakeholders, by ensuring all compliances are in place prior to the students taking up their entitlement for support.
10. Dealing with sensitive and confidential issues within the framework of the Data Protection Act (1998) and explaining students' rights and obligations under the Equality Act (2010) as they relate to BU, at all times working within the University's regulatory framework and any other professional and statutory guidelines.
11. Ensuring all students' evidence of disability is valid, liaising with health professionals and pre-university education establishments as appropriate.
12. Acting as a primary or secondary service link for students and staff, ensuring that other service staff are kept abreast of developments via team meetings, updated documentation/processes, staff training etc.
13. Engaging in staff development activities (internal and external) to ensure own knowledge is kept up to date.
14. Contributing to the development, and dealing with the administration, of key processes, service monitoring and student-facing documentation.
15. Delivering cross-functional integrated support with other Student Services and across the University where required and participating in cross-university and Student Services events as required.
16. Taking responsibility for the maintenance of work and study areas appropriate to the service, dealing with incidents, responding to security alarms, implementing evacuation procedures, reporting all Health & Safety issues and making recommendations as necessary.
17. Undertake any other duties as required by the Disability Advisor, Disability Services Manager, Head of Student Support and Wellbeing or Director of Student Services.

Contacts Internal and external, including level

Internal:

All BU staff and students

External:

All users of the University

External suppliers

NHS Bursaries, Student Loans Company and other funding bodies

Parents and student representatives

Employers

External enquirers

Challenges

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

NB:

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.

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Faculty / Service: Student Services		Date: September 2025
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Educated to Degree level		D
Information, Advice, & Guidance qualification or Customer Service qualification (minimum NVQ level 2 or equivalent)		D
Experience of working in a customer-facing assessment or guidance role		E
Knowledge of disabilities and their impact on learning and assessment		E
Understanding of client confidentiality in line with the Data Protection Act.		E
Understanding of diversity issues and impact on student behaviours		E
Awareness and understanding of the Equality Act 2010 and 2019 and impact on the universities responsibility to provide reasonable adjustments		E
Skills		
An understanding of systemic procedures		E
Excellent IT skills with an ability to interrogate complex databases and on-line resources and produce analysis from spreadsheets.		E
Good level of numeracy and literacy		E
Ability to communicate with individuals with Specific Learning Differences, disabled students and those with medical or mental health conditions with both sensitivity and firmness		E
Able to promote service excellence and quality assurance to prospective and current users of the service		E
Attributes		
A commitment to customer service, student-centered support and team working, demonstrating mutual respect for customers and colleagues in a range of circumstances		E
Excellent interpersonal skills with the ability to communicate with staff, students, parents and external partners/contractors at all levels, in line with BU's Equal Opportunities policies and principles.		E
Commitment to own continuing professional development		E
Able to represent the University professionally and positively		E
An understanding of own limitations of knowledge, expertise and service boundaries		E
Proven ability to remain calm in a highly pressured environment		E
Evidences attention to detail being well-organised and able to prioritise tasks effectively and not cross professional boundaries		E
The ability to work on own initiative and as part of a team		E