

Job Description

Position:	Project Coordinator – Disability, Wellbeing, and Student Support
School/Service/Centre:	Apprenticeships
Reference :	APP-021/P
Grade :	Grade 6
Status:	1-year full time fixed term
Hours:	36.25 hours per week (flexibility may be required)
Responsible to:	Head of Apprenticeships and Foundation Studies

Main Function of the Post:

- To work in the central apprenticeship team and as part of a wider team in Student Services to deliver effective student support and wellbeing services across the University for learners progressing to Apprenticeship Programmes.
- Maintain effective working relationships with colleagues in the Life Lounge and Disability Service, and Student Services to ensure collaborative working is taking place between teams for apprentices who may need additional support from both the Disability Service and Life Lounge.
- To provide information, advice and guidance on accessing support to students from pre-application to post-graduation stage.
- To give advice and guidance to university colleagues on support arrangements for learners including providing disability awareness training.
- Make decisions on reasonable adjustments that are funded by the University and respond to complaints from students who may feel their needs are not being met.
- Allocated as Designated Safeguarding Champion (DSCs) to support the team with Safeguarding referrals and record keeping.
- Working closely with the Enhanced Personal Tutor in receiving and responding to referrals directly from apprentices, where their concern is regarding welfare, risk and wellbeing
- Working with the Entry to HE Apprenticeship Programme Leader to project manage the EHEAP programme, maintain oversight of the budget, and tracking project outcomes.

Principal Duties and Responsibilities:

1. Provide information, advice and guidance to applicants and learners through one-to-one appointments (both face to face and virtual), emails and over the telephone. This will include delivering inductions to all learners or apprentices in relation to disability support, mental health and wellbeing support, dignity at study, safeguarding and prevent.
2. Line manage administrative staff within the EHEAP team, undertaking appraisals and one-to-ones as required.

3. Liaise with colleagues on practical arrangements for individual students in support of their studies via circulation of written guidance, notification of individual requirements and one to one meetings.
4. Work with external agencies e.g. Student Finance England, assessors, suppliers and organisations on appropriate support and facilities for individual students.
5. Act as a Designated Safeguarding Champion (DSC), responding to safeguarding concerns, maintaining accurate records and making referrals to the safeguarding team.
6. To work closely with the Academic Skills Hub (ASH) in the library to develop LEAP (Learning Excellence Achievement Pathway) online content to support learners prior to enrolment and throughout their learner journey.
7. Provide high level guidance to academic colleagues and other stakeholders on all areas of support for disabled students including developing and delivering disability awareness training sessions, training on the Equality Act and other disability related legislation.
8. Maintain up to date knowledge the apprenticeship funding rules as published by the Department of Education and support with associated audits and financial claims in relation to Disability Support.
9. Maintain up to date knowledge of apprenticeship programme regulations, including ESFA (or equivalent), Ofsted, OfS and QAA regulations.
10. Play an active role in producing and maintaining a range of sources of information in order to provide support and guidance to learners, colleagues and stakeholders. Interpret complex legislation to colleagues in a clear and concise manner. Contribute and or write policies and procedures as appropriate.
11. Produce reports and statistical information as requested ensuring data is accurate.
12. Prepare, control and monitor project cost against budget and associated financial activities.
13. Preserve the confidential nature of the service provided to individuals, while responding appropriately to the institution's duty of care to others.
14. Produce routine letters, reports and statistics as required and the input, extraction and manipulation of data. This will include updating the students record system in relation to apprentices who are accessing support.
15. To maintain accurate, up to date record keeping and the processing, storage and sharing of student data in accordance with agreed confidentiality policies and procedures.
16. Develop and expand on external relationships to support the aims of the service and to enhance the support accessible to learners.
17. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
18. Attend and participate in work related training and staff development activities, which may take place off campus and involve overnight stay.

19. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
20. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and dignity at Work policy at all times.
21. Awareness of environmental and sustainability issues and a commitment to the University associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment is subject to Enhanced Disclosure and Barring Clearance

Person Specification

Position: Project coordinator – Disability, Wellbeing and Student Support		Reference: APP-021/P	
Faculty/Service/Centre: Apprenticeships		Priority	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a)	Educated to degree (or equivalent) level, or possess an appropriate professional qualification or proven relevant experience in a similar role.	1	Application Form/Documentation
2 b)	Project management qualification or proven track record of experience	1	Application Form/Documentation
2 c)	Mental Health First Aid qualification or the willingness to achieve this within the first 12 months of employment	2	Application Form/Documentation
2 Skills / Knowledge			
2 a)	Up to date working knowledge of sources of information, specialist support & equipment for disabled students in HE.	1	Application Form/Interview
2 b)	A high level of numeracy, including the ability to analyse and evaluate data	1	Application Form/Interview
2 c)	Competent IT skills in support of student records administration e.g. databases, Microsoft Office, emails, letters and reports.	1	Application Form/Interview/Exercise/Presentation
2 d)	Able to present information, both orally and in writing, clearly, accurately and concisely to students and colleagues.	1	Application Form/Interview/Presentation

2 e)	Demonstrate effective organisation and administrative skills.	1	Application Form/Interview
2 f)	Proven successful ability to deal with deadlines and a heavy caseload whilst working under pressure with constant interruptions.	1	Application Form/Interview/Presentation
2 g)	Demonstrated ability to use a flexible and adaptable approach to work.	1	Application Form/Interview/
3	Experience		
3 a)	Proven track record of working within a team environment.	1	Application Form/Interview
3 b)	Experience of implementing support for learners / apprentices in a HE environment.	2	Application Form/Interview/Presentation
3 c)	Experience in a role requiring a flexible and adaptable approach to work.	1	Application Form/Interview
3 d)	Experience of working independently without close supervision.	1	Application Form/Interview
3 e)	Financial control of projects, production of reports and analysis of data	1	Application Form/Interview

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Criteria		(1/2/)	Method of Assessment
3	Experience		
3 e)	Credible successful record of establishing effective working relationships with a wide range of people in a challenging environment.	1	Application Form/Interview
3 f)	Experience of dealing with students who may be demanding, in a helpful and cooperative manner.	1	Application Form/Interview
3 g)	Experience of managing a team	1	Application Form/Interview
3 f)	Experience and understanding of Safeguarding Legislation and practices.	2	Application Form/Interview
4	Personal Qualities		
4 a)	Able to deal effectively with potentially conflicting demands.	1	Interview
4 b)	Adapt working practices to suit students of all cultural and health backgrounds.	1	Interview
4 c)	Able to use initiative to address problems for students and staff.	1	Interview
4 d)	Maintain a helpful and co-operative manner when under pressure.	1	Interview
4 e)	Self-confidence and ability to organise effectively, communicate and maintain cooperative working relationships within the University and externally.	1	Interview
4 f)	Commitment to equality of opportunity for disabled people.	1	Interview
4 g)	Awareness of the requirements associated with operating within a customer service environment.	1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University.	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Prevent, Health and Safety, Freedom of Information Act and Bribery Act.	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity.	1	Interview
5 d)	Available to work flexibly and remotely, and travel as appropriate in order to meet the needs of the service.	1	Interview

Note:

1. **Priority 1** indicates essential criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates desirable criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required