

# Disability and Welfare Administrator (Apprentice)

## Job Specification

Date created: December 2024

### JOB DESCRIPTION

Employment status: Permanent, full time

Hours: Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern. As part of your apprenticeship, you will be assigned one day per week dedicated to study for your Business Administration qualification

Location flexibility: The place of work for this role is **Split** between the Horizons office in Reading and your home; the exact split of days/hours is negotiable but must include a minimum of **two** working days per week spent at Horizons (you may work more in the office should you wish)

Please note the following:

- When you work at Horizons you must attend on core office days only
- Core office days are Tuesday, Wednesday, and Thursday
- The building is closed to staff on Fridays
- On a Split contract you cannot attend the office on a Monday, unless you have worked a minimum of 3 other core days in the office
- Working at home is only possible if your environment meets certain conditions – see the **Attachment** to this Job Specification document – and if not, you need to work at Horizons

Department: Student and Registry Services

Line manager: Richard Higgins, Head of Disability and Welfare

### Role summary

The Disability and Welfare team provide information, advice, and guidance to all students to ensure they are safe and well supported throughout their studies. This role will support the team to provide timely and impactful support to students.

The focus of this role is to provide support across the Disability and Welfare team, gaining experience and qualifications as you learn. You will be involved in the processing and setting up of support plans, minute taking, monitoring and management of assistive technology site licences, ESFA compliance checks, raising purchase orders, and general administrative support. You will collaborate with colleagues across the organisation to contribute to a positive and supportive student experience.

This role is an apprenticeship, and the successful candidate will have their studies fully supported by UCEM. This is a perfect opportunity for someone who would like to start their career in higher education and build up their knowledge and skills while working towards their Business Administration qualification (Level 3).

# Job Specification

## Role accountabilities and responsibilities

- Provide administrative support to the Disability and Welfare team. This will include event organisation, arranging meetings and record keeping.
- Keep thorough, accurate and up-to-date records in relation to the student support required and provided, ensuring compliance with data protection legislation.
- Assist with drawing up and processing of students' UCEM Additional Support Plans (ASPs) at the earliest opportunity in the student lifecycle.
- Help advise students on applications for the Disabled Students' Allowance and ESFA financial support and follow up on applications to ensure a successful outcome.
- Assist with the development of online resources to help staff and students with disability support and guidance.
- Undertake an Apprenticeship programme alongside your role within the Disability and Welfare team.
- Provide the primary administrative support for UCEM's assistive technology provision.
- Monitor and report on ESFA funded support to ensure regulatory compliance.
- Raise and monitor Purchase Orders for the Disability and Welfare team.
- Understand and comply with The Equality Act 2010 and other relevant safeguarding legislation.
- Help the Disability and Welfare team comply with institutional reporting requirements when required.
- Deliver excellent customer service in all aspects of the role and contribute to a student-centred specialist advice and guidance service.
- Provide ad-hoc support to other teams within Technology & Academic Services as and when needed.

Line management responsibility:	NONE
Budget responsibility:	NONE
<p><u>In this role you will liaise with:</u></p> <p>Safeguarding Manager, Disability &amp; Welfare Team, Safeguarding Team, Board of Trustees, Students, Apprenticeships Team, Professional Services, Digital Education, Finance Team, Admissions Team, Lecturers, Associate Lecturers, Academic Support and Enhancement Team and other UCEM staff</p>	

## PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
Level 2 Maths and English at Grade C or 4 or higher, or the willingness and ability to achieve these within six months of appointment	X		X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					
Previous experience	Essential	Desirable	A	I	T
Working in a similar, customer facing role		X	X	X	
Experience of the Higher Education sector		X	X	X	

# Job Specification

Working with people with disabilities or learning difficulties		X	X	X	
<b>Skills, knowledge, and aptitudes</b>	<b>Essential</b>	<b>Desirable</b>	<b>A</b>	<b>I</b>	<b>T</b>
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X			X	X
Written and verbal communication skills	X			X	
Ability to adapt quickly to changing pressures and demands whilst maintaining accuracy	X		X	X	
Ability to make and build relationships with remote based students and staff	X		X	X	
A sense of resilience with the ability to listen and respond to students sharing distressing personal circumstance	X		X	X	
Knowledge of current legislation relating to disability		X	X	X	
An understanding of current legislation relating to data protection		X	X	X	
Knowledge of current Safeguarding & Prevent requirements		X	X	X	
<b>Other requirements or special requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>A</b>	<b>I</b>	<b>T</b>
A strong commitment to the UCEM's vision and core purpose, and to the delivery of an outstanding student experience.	X			X	
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a>	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	
A commitment to CPD and a desire for a career in Disability and Welfare Support	X		X	X	
You must have been a resident in the UK for the last three years in order to qualify for apprenticeship funding	X			X	

## PAY & BENEFITS

- Salary up to £24,000 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes

# Job Specification

UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.

- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. UCEM is keen wherever possible, to encourage staff to commute as sustainably as possible.
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

*On the Join the team page of our website, you will find the full list of employee benefits at UCEM*

## APPLICATION PROCESS

**IMPORTANT!** All job applications must be sent to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application.

To apply for this role, please send the following to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability\* for the role; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a **complete** job application.

\*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our **Sustainability Strategy**: <https://www.ucem.ac.uk/sustainability/>

If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role.

**NO AGENCIES:** We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

### Informal discussion\*

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

# Job Specification

For an informal discussion about the role please contact Richard Higgins on 0118 467 2036 or email [r.higgins@ucem.ac.uk](mailto:r.higgins@ucem.ac.uk)

For any other enquiries please contact HR on 0118 467 2454 / 2433 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

***\*Please note that UCEM is closed for the festive period from 24 December 2024 to 01 January 2025 inclusive. We will respond to any queries as soon as possible when we re-open in the New Year.***

## Closing date and next steps

Wednesday 08 January 2025 at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

## Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom, Microsoft Teams, and we may invite you to visit our Reading office, especially when this is your place of work.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

## Equality, diversity, and inclusion

Here at UCEM we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

## Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

# Job Specification

## Attachment – homeworking environment

UCEM is a **flexible employer** and flexibility is built into different places of work location. As such, it is reasonable to ask employees to adhere to some **general principles and ways of working**, in order to make sure flexibility offers value to everyone, including UCEM.

In addition, if all or part of your working week involves working at home, your home environment must meet certain conditions. Otherwise you will be required to work in the office at Horizons.

### General principles

- All employees regardless of place of work will be required to take an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work.
- All employees must adhere to UCEM IT Security and Data Protection policies in their place of work.
- All employees will be expected to be accessible to colleagues during their normal working hours and ensure their Outlook Calendars reflect the accurate place of work.
- All line managers will be expected to be accessible to their team and will be responsible for ensuring the performance of their team.

### Remote (Home) requirements and conditions

- Where your place of work involves working at home, you must have suitable conditions in which to work.
- As a minimum, your UK home location must be able to accommodate the UCEM technology and equipment. What this means in practice is that you must have sufficient space in which to house the technology and equipment safely and securely.
- In all cases, UCEM technology and equipment can only be handled and used by you, the employee. It must not be accessible to any other household member, at any time.
- When you are working remotely as part of the DSE assessment, you will be required to provide evidence that your working environment meets DSE requirements, such as providing a photo of your workstation setup.
- You must also provide a secure and reliable internet connection which allows you to work as effectively as if you were in Horizons, **including undertaking video and audio calls and connecting permanently to the VPN.**
- In the case of known broadband outage you should plan to work at Horizons or elsewhere – noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- For the avoidance of doubt, the provision of the required broadband, will be self-funded.
- It is expected that you will house technology and equipment at a suitable work desk, which gives you the space needed to work safely and confidentially. This space in your home must be away from other household users, such as space in a room which is not frequented by other household members.
- Your work environment must remain professional at all times. This means you must be able to work remotely without interruption from household members and noise, and your surroundings should mirror what an office environment would look like (clean/tidy, free of clutter and distractions).
- It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work at any location other than Horizons.