

Candidate Information

Position:	Disability Quality Assurance & Student Engagement Officer (Part Time - 0.7 FTE)
School/Department:	Student Affairs
Reference:	24/112271
Closing Date:	Monday 4 November 2024
Salary:	£30,948 - £35,492 per annum, pro rata.
Anticipated Interview Date:	Friday 15 November 2024
Duration:	Fixed Term - Part Time (0.7 FTE), available for approximately 2 years

JOB PURPOSE:

Ideally suited to an experienced DSA needs assessor or similar, the post holder will provide an important administrative and quality assurance role to ensure high-quality support services for students with disabilities. The post holder will undertake an essential quality assurance role by reviewing and providing feedback on individually tailored reasonable adjustment reports compiled by the needs assessor team as part of the DSA application process, to ensure that assistive technology (AT) and one-to-one recommendations made are suited to individual needs, do not duplicate support, meet with professional standards, funder requirements and adhere to the Needs Assessment Centre's key performance indicators (KPIs).

The role is also responsible for enhancing the student experience through encouraging engagement with the assessment process to support disabled students to access additional (funded) reasonable adjustments, and post-assessment, to connect with any recommended one-to-one supports. As such, the role also involves improving the usage of the Disabled Student Allowance (DSA) service, by overseeing and reviewing student engagement.

MAJOR DUTIES:

1. Using DSA (and similar funding body) knowledge and experience alongside Cudos, the Centre's Information Management System (IMS), review and feed back, in a constructive, positive and decisive manner, on the assessment reports produced by the needs assessors to ensure they meet with requisite standards in terms of report format, structure, spelling, grammar, language, terminology, clarity and consistency.
2. Drawing upon extensive funder expertise, ensure assessor recommendations are appropriate to the student funding body, that equipment, software, and training recommendations are clearly justified and tailored to disability and course requirements and where it has been difficult to obtain like-for-like quotes, ensure recommendations are sufficiently similar in terms of functionality to allow comparison.
3. Ensure any non-medical helper (NMH) recommendations are evidence-based and clearly demonstrate how the student will benefit from the suggested one-to-one support. Ensure consumables recommendations are appropriate to the level and mode of study and any travel endorsements have been correctly costed and supported through quotes. Where the Register of Support Providers at Queen's has been identified as the NMH supplier, ensure recommendations are realistic, feasible and reflective of any interim support arrangements.
4. Manage student engagement levels with the DSA process by collating, analysing, monitoring, and reporting on ongoing, end-of-year feedback and bi-monthly engagement reports; follow up with applicants who have not progressed to the assessment stage of their DSA application or who have not engaged with their one-to-one support. Encourage and assist applicants to engage by offering specialist guidance, clarification, and support in a sensitive, empathetic and encouraging manner. Proactively make suggestions to management for service improvement.
5. Deal with queries from a range of key stakeholders such as QUB and non-QUB students, colleagues, freelance Needs Assessors, other University staff, EA DSA Officers, prospective students, parents etc by telephone, email and / or in person by providing relevant information; refer more complex, non-standard queries to the appropriate member(s) of staff.
6. Act as a primary liaison with stakeholders outside of the University such as DSA Officers and other similar funding bodies such as SAAS, BSO, FSD etc.

7. Use initiative to proactively maintain and develop the Centre's IMS, Cudos, by making suggestions and proposals for enhancing the system for operational purposes. Safeguard student data and confidentiality in line with GDPRUK and University Data Protection Policy.
8. Keep abreast of changes and developments in relation to support available through DSA and other similar funding bodies through networking, practitioner forums, workshops and other events.
9. Assist with assessor recruitment, training, web site maintenance and development, initiatives and projects to improve service quality provision, enhance the student experience. Support with DSA Drop-ins, promote the DSA award at offer holder, student and other events etc.
10. Other duties as reasonably requested by Service Managers.

ESSENTIAL CRITERIA:

1. Minimum of five GCSEs at grade C or above (or equivalent) to include English Language and Mathematics.
2. A 'levels / NVQ Level 3 (or equivalent).
3. Recent relevant experience and a working knowledge of DSA / similar funding bodies.
4. Experience in a customer-focussed / customer service role providing advice and guidance.
5. Experience of using spreadsheets / databases to record, collect and analyse data and present in different formats.
6. Experience of dealing with sensitive / personal information and managing confidential data in line with GDPR UK.
7. Knowledge of DSA/similar funding bodies policies, procedures, systems, boundaries and quality standards.
8. Comprehensive IT skills including an up-to-date Knowledge of relevant DSA assistive technology (AT) software solutions. and other computer packages and information systems such as Microsoft Office 365, Windows applications and Microsoft Teams.
9. Strong interpersonal skills.
10. Good organisational / time management skills, ability to work to tight deadlines and on multiple tasks / projects with differing priorities.
11. Ability to deal with sensitive / personal issues in a patient, empathetic and confidential manner.
12. Attention to detail.
13. Excellent oral and written communication skills.
14. Good report writing and presentation skills.
15. Ability to manage own workload and use own initiative / judgement to respond to queries.
16. Ability to work effectively and flexibly as part of a team.
17. Ability to adapt to changing demands in a dynamic and sometimes challenging environment.
18. Ability to relate to a wide range of key customers with differing needs and priorities.
19. Flexible working approach to meet with Service demands including:
 - Both on campus and remote working (hybrid)
 - Restricted annual leave policy (mid-August to end October).
 - Working occasional evening / weekend as and when required.

DESIRABLE CRITERIA:

1. Experience of working in a Further and / or Higher Education environment.
2. Experience in a student-facing role.
3. Experience of university systems and procedures.
4. Experience of working with IMS (information management systems) / CRM (customer resource management) systems.
5. Strong analytical and problem-solving abilities.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to Charis Rodgers at charis.rodgers@qub.ac.uk