

Disability Adviser

Job Reference:	
Department:	Student Support Services (Student and Academic Services)
Grade/ Salary:	Grade 6
Contract Type:	Permanent
Hours:	1FTE
Location:	New Cross, London

Closing date for applications:

Job share applications will be considered.

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

Student and Academic Services Disability Adviser (Student Support Services)

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As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

**Student and Academic Services
Department of Student Support Services**

The Department

The Student Support Services sit within the student and Academic Services and comprises Student Advice, Disability and Inclusion, Wellbeing, Counselling, Advice, Chaplaincy Services and Accommodation Services, and provide advice and support throughout the

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student journey. Together we enable student engagement and satisfaction, contribute to the success of our academic departments, and directly support the four pillars of Goldsmiths Strategic Plan. We give students a warm welcome, vital support and advice, the opportunity to complement their academic learning with co-curricular activities and employability opportunities. Student Support Services works alongside, and in support of, Goldsmiths academic departments and all other professional services, to enable every student to thrive at Goldsmiths, and to make sure they can engage with the College, the wider community and their peers.

Find out more: www.gold.ac.uk/students

Job description

Reporting to:

Deputy Head of Advice, Disability and Wellbeing

Summary:

The post-holder will play a key role in supporting our disabled students, including those with specific learning difficulties and mental health conditions. They will have detailed knowledge of a range of disabilities and the support available. They will be assessing individual students' disability-related needs effectively and creating plans of support. They will check and follow up on the implementation of the plans to ensure the student's full access to academic activities, professional services and opportunities offered at Goldsmiths. They will liaise with academic departments and will need to be flexible, responsive and pro-active in their approach.

To fill this role, the post-holder will be an excellent team player, reliable and a good communicator. They will be confident in communicating to others when an adjustment is reasonable and when it is not. They must be committed to the highest quality of service and to ensuring an outstanding student experience, as well as their own professional development. They must be able to demonstrate an understanding of, and empathy for the needs of a unique, diverse and international student community whilst being confident in communicating when an adjustment requested is reasonable or not.

As an equal opportunities employer, we welcome applications from all suitably qualified persons and all appointments will be made on merit. As we are committed to equality we would particularly welcome applications from the Black, Asian and Minority Ethnic (BAME) community and those with disabilities who are currently under- represented at this level in this area.

Main duties:

- To provide in-person, telephone/MS Teams and email advice services for Goldsmiths disabled students and applicants. Assess individual students' disability related needs effectively and creating plans of support including the development, follow up and implementation of Reasonable Adjustment Student Agreements (RASAs) to ensure equality of opportunity, access to learning and teaching, and referral into relevant student support services
- Responsible for creation and distribution of Reasonable Adjustments Student Agreements (RASAs) to relevant staff in professional services and academic departments;
- Interpreting medical evidence and Diagnostic Assessments in line with the relevant legislation and internal policies to determine what reasonable adjustments and support need to be applied.
- Liaison with relevant staff to ensure RASA requirements are implemented smoothly, this may involve liaising with room bookings to ensure accessible rooms are provided, accommodation services to ensure accessibility of accommodation, library staff to ensure accessibility of reading materials and academic staff to ensure inclusive teaching;
- Responsible for explanation of benefits of Disabled Students Allowances (DSAs) or other relevant funding body and support student applications for funded support if required;
- Responsible for referrals of disabled students to non-medical help services funded by the Disabled Students Allowance (or other funding sources);
- To provide advice and guidance on assistive technology and facilitate students' use of technology both at home and within the Assistive Technology Centre (ATC);
- Arrange booking of non-medical helpers for examinations (scribes, readers etc.) working closely with the Assessments Team staff to ensure the correct support is in place for scheduled examinations;

- Responding to enquiries through the central email inbox, working within the team response times standards;
- Ensure case work actions are accurately recorded and stored, either within the online CRM system or within secure files;
- To promote the activity of Disability Support by working across Student Support Services, professional service departments, academic departments, the Students' Union and external stakeholders as necessary;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths;
- Be committed to personal professional development, to ensure highest quality of service to students;
- To support and contribute to the delivery of Student Support Frontline services and of Institution-wide events including Open Days, Graduation Ceremonies & Events;
- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy;
- The post-holder will be required to undertake any other duties as may reasonably be required
- Ensure that they are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if the candidate cannot demonstrate in their application they meet the essential criteria categorised below, they will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form C = Certificate

I = Interview R = Reference

T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
A bachelor's degree or equivalent	A, C
Desirable Criteria 1 - Qualifications	
Qualification in disability	A, C
Essential Criteria 2 - Experience	
Experience in an advisory capacity within a higher education institution (preferably within a disability service)	A, I, R
Demonstrable experience of working with disabled people in an advisory role	A, I, T
Experience of working with and providing support to individuals from under-represented groups (those who share a protected characteristic under the Equality Act) and an understanding of the potential barriers to engagement from these groups	A,I,T
Desirable Criteria 2 - Experience	
Experience of working as a disability adviser within a higher education institution	A, I, R

Demonstrable experience of working with diverse student/client groups, including people from a variety of ethnic and socio-economic backgrounds, people from overseas and disabled people.	A, I
Experience of using screening tools for Specific Learning Difficulties.	A, I
Essential Criteria 3 – Knowledge	
An understanding of the barriers to learning faced by disabled students across the range of impairments and including specific learning difficulties and mental health	A, I, T
Knowledge and understanding of the range of reasonable adjustments that are commonly implemented to ensure disabled students' access to learning and teaching in HE	A, I, T
Detailed knowledge of Disabled Student's Allowances and the implications of ongoing changes	A, I
Knowledge of the range of assistive software available and how it addresses disability related barriers to learning	A, I, T
Broad understanding of the Equality Act 2010 and disability discrimination	A, I
Knowledge of Specific Learning Difficulties and their indicators and impact on studies.	A, I
Desirable Criteria 3 - Knowledge	Category
Detailed knowledge of equality legislation as it relates to disabled students	A, I
Understanding of the inclusion agenda and the implications for learning and teaching within HE	I
Essential Criteria 4 - Skills	
A welcoming approach and an ability to deal calmly and effectively with people from a range of backgrounds	I
Demonstrable assessment and case work skills	A, I
Ability to maintain boundaries within a confidential setting	A, I
Ability to communicate reasons as to why an adjustment/service/request may be agreed or refused	
Strong written and verbal communication skills	A, I
Strong organisational skills and flexibility in order to manage variable workloads, work effectively under pressure and meet deadlines	I
Good interpersonal skills, able to engage and gain respect of students and staff	I
Competent user of the Microsoft Office especially Outlook, Word and Excel	A

Proven ability to work as a member of a team, able to communicate and cooperate effectively with colleagues	I
Reliable and trustworthy	R
Desirable Criteria 4 - Skills	
Able to learn and take on new responsibilities quickly	A, I
Competent user of assistive technology software	A, T
Ability to explain detailed procedures, regulations and legislative requirements to students and colleagues to enhance others' understanding	A, I
A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact **Alex Stanton**, tel - **07514932969** or e-mail **A.Stanton@gold.ac.uk**.

January 2025

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.