

Post Details		Last Updated: 01/12/2025	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Student Disability and Neuroinclusion Development Coordinator		
Job Family	Professional Services	Job Level	3
Responsible to	Head of Student Disability and Neuroinclusion Development		
Responsible for (Staff)	None		
Job Purpose Statement The Student Disability and Neuroinclusion Service Development Coordinator will support the Head of Student Disability and Neuroinclusion Development to shape and lead the University's approach to enhancing accessibility and inclusion. The role will provide support to the wider management team with process development, management of the information on the website, campaigns and events. They will support the Head of Student Disability and Neuroinclusion Development to influence the strategic objectives for disability support for the University.			
Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities			
<ol style="list-style-type: none">1. The post holder will contribute to the development of departmental procedures by working with the experts and senior leaderships, they will help support the regular review of the processes and procedures to ensure compliance.2. The post holder will support the Head of Student Disability and Neuroinclusion Development with promoting accessibility and inclusion across the University, with particular focus on teaching and assessment, accommodation, and accessing support services.3. The post holder will support the senior managers to develop a strategic approach to institution-wide inclusivity in relation to disability and neuroinclusion across all aspects of the Student Experience and academia, contributing to a structured approach to processes, feedback, evaluation, data and guidance.4. Work in collaboration with the senior managers to ensure the University meets relevant targets set out in Access & Participation Plan, including but not limited to, enhanced support for early induction and workshops expansion.5. The role will have oversight of relevant data systems and link with the Data Systems Analyst in the Student Life Team to develop the databases to ensure compliance, provide regular reports on updates and improvements for Connect, Symplicity and Surrey Support.6. Provide day-to-day support to academics and D&N staff on using Symplicity and Connect, creating user guides and training resources to enable users to troubleshoot their issues.7. The role will contribute to actions set out on the continuous improvement log, targets and strategic plan as well as monitoring and tracking of progress against all actions and KPIs.8. Provide support for the day-to-day admin functions during peak times by supporting the front of house and other administrative functions.9. The post holder will support the development of the training provision, contribute to the training itself where required, schedule and organise the schedule whilst liaising with academic and professional colleagues and the training and development team.10. Support the Head of Student Disability and Neuroinclusion Development in keeping up to date with changes in the sector, researching common practice and using this to influence changes to processes and procedures.			
N.B. The above list is not exhaustive.			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by line Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- Planning for busy times such as early induction and the start of term will be required during more quiet times in the summer, planning events and campaigns are likely to take months and involve a number of colleagues across the institution.
- Work will come from members of the team, seniors, assistants, professional colleagues, all under the guidance of the Head of Student Disability and Neuroinclusion Development and the Associate Director of Wellbeing and Disability.

Problem Solving and Decision Making

- The role holder is expected to be solution focused in their approach to problems
- Their role will be to develop a number of processes and procedures, therefore they will be expected to take information from the sector and more locally to development and manage processes and guidance

Continuous Improvement

- The post holder is expected to take a proactive approach to sector scanning and developing a wide range of knowledge and best practise
- Regular CPD and annual refreshers are a requirement for the role.

Accountability

- The post holder is not accountable for ensuring the service is meeting legal requirements, however they will take guidance from colleagues to develop processes and procedures to ensure the service is meeting its requirements and will assist the senior leadership team in tracking these procedures.

Dimensions of the role.

- The role will be cross departmental and will work alongside a number of colleagues within the immediate team and wider, the Head of Student Disability and Neuroinclusion Development will ensure workload is relevant and manageable for the postholder.

Supplementary Information

- This role does not have a budgetary responsibility.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	
Grade 4-9 GCSE level qualification in English and Maths or equivalent	E
HNC, A level, NVQ 3, HND level or above	D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Ability to multi-task and plan workload efficiently	E	3
Sensitivity to, and awareness of, issues relating to disability and dealing appropriately with students' personal confidential data.	E	3
High level of accuracy and attention to detail.	E	3
Experience of writing reports and managing data sets	E	2
Demonstrable experience of the successful development of new systems and processes to improve efficiency.	E	2
Proven knowledge and evidence of professional engagement with current developments in the field, including development of policy and procedures	D	2
IT skills at a level capable of assisting with the production of information leaflets and the D&N website.	D	2
Experience of work with disabled people and/or of managing an area of work relevant to this specialist field, within an academic/HE setting.	D	2
Special Requirements:	Essential/ Desirable	
Appointment subject to DBS Check at Enhanced level and 3 yearly updates	E	
The post holder will work flexibly and, where needed, outside of core hours supporting open days and events as required	E	
The post holder will work outside of term time to support students and develop service provision.	E	
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		

Organisational/Departmental Information & Key Relationships

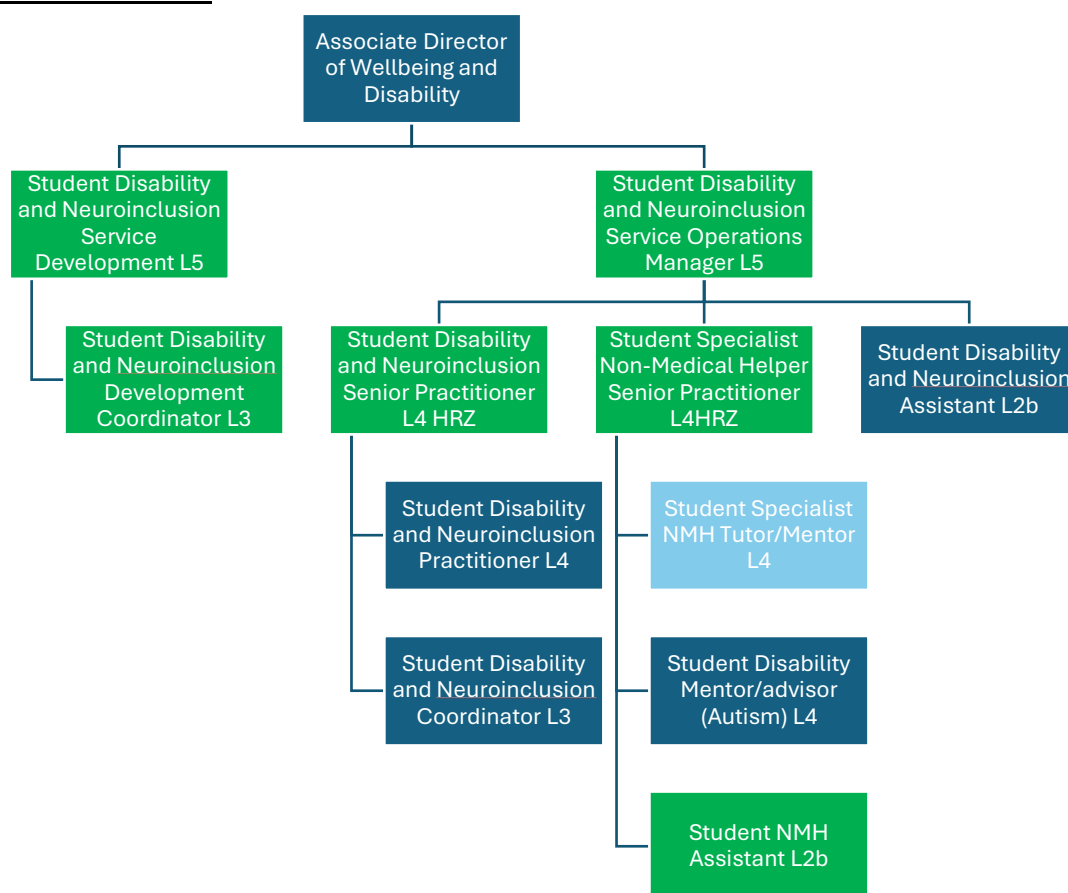
Background Information

The post holder will be part of the Student Wellbeing and Disability Department, within the Chief Student Officer's Directorate. The Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus.

The Disability and Neuroinclusion team's primary objective is to ensure equitable access to education and support services for students with disabilities. They play a pivotal role in fostering an inclusive learning environment by coordinating accommodations, resources, and advocacy initiatives tailored to meet the diverse needs of students with disabilities.

The post holder will work closely with many of the staff across Directorate to ensure a joined-up approach to student support, as well as other internal stakeholders, most notably Faculties and Schools/Departments.

Department Structure Chart



Relationships

Internal

- Centre for Wellbeing and ThriveWell
- Accommodation services
- Estates and Facilities
- Campus safety
- Hive teams
- OSCAR
- University Secretary and Legal Counsel
- Academic administration, especially exams team
- Departmental Disability Liaison colleagues
- Associate Directors of Education

- Students Union
- EDI team

External

- DSA and equivalent funding bodies
- Diagnostic assessors
- Needs assessment centres
- NADP