

Last Updated: 26/03/2026			
Job Title	Student Disability and Neuroinclusion Assistant		
Faculty/ Department	Chief Student Officer's Directorate	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	2b
Reports To	Head of Student Disability and Neuroinclusion Service Operations	Line Manages (role title(s))	N/A

Job Statement

The post holder will act as an initial point of contact for students and provide administrative and secretarial support for the work of the Disability and Neuroinclusion (D&N) team, to ensure an effective and professional service for the University's disabled students and applicants. Working closely with Head of Student Disability and Neuroinclusion Operations, the Student Disability and Neuroinclusion Senior Practitioner and the Senior Specialist Non-Medical Helper Tutor/Mentor Adviser the post holder will work within the team to support projects, service developments, and activities to best meet the needs of students and the service.

The post holder will also be responsible for supporting the Senior Specialist Non-Medical Helper Tutor/Mentor Adviser in coordinating the delivery of tutoring and mentoring services provided by the Specialist Non-Medical Helper Tutors/Mentors and external providers. The post will involve liaising with key university stakeholders, external support providers, and those administering Disabled Student Allowances (DSAs) to ensure the timely and effective implementation of support, contributing to an exceptional student experience.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. Provide administrative support and general office management to the Head of Student Disability and Neuroinclusion Service Operations, Senior Practitioners and other members of the team as required, e.g., with the development, organisation, promotion, and evaluation of services.
2. Provide effective and empathetic customer service for D&N, acting as the first point of contact for students. This includes in person, front of house services communication by phone, in person, via emails, and via Surrey Portal enquiries ensuring accurate, effective, and time-sensitive responses to identify student needs, booking appointments as required, referring them to the relevant area of the service, or to other University departments.
3. In support of the Senior Non-Medical Helper (NMH) Senior Advisor provide comprehensive, effective and efficient coordination of support delivered by Student Specialist Non-Medical Helper Tutor/Mentors and external providers. Assist staff within the NMH side of the Disability and Neuroinclusion (D&N) team.
4. As part of the administrative team the post holder will have oversight of the service booking system, ensuring the information is accurate and up-to-date, and support students unable to use this system with manually arranging an appointment.
5. As part of the administrative team the post holder will assist with arranging workshops, departmental events, and meetings. Take minutes and distribute when needed.
6. The post holder will keep thorough, accurate, and up-to-date records of all student interactions using the appropriate departmental system; Identify administrative best practices and develop/ regularly maintain D&N administrative process guidelines.
7. All administrative staff across the department are expected to be flexible and support the other areas of admin in the department during the year in peak times, during absence and during events.
8. The post holder will be expected to work collaboratively with colleagues across the Chief student Officer Directorate and beyond and develop a supporting relationship with the Centre for Wellbeing administrative team.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Planning and Organising

The post holder will provide administrative services for the D&N team under the supervision of the Head of Student Disability and Neuroinclusion Operations, supporting the efficient day-to-day administration of D&N. Tasks will include acting as the first point of contact; diary management, and support for routine, drop in and urgent enquiries; provision of administrative support for all team members, minute taking, and supporting the

coordination of internal and external work activities, including ensuring that the correct equipment and supplies are available for the efficient operation of the department.

- The post holder must be familiar with all service administrative processes to ensure cover during staff leave and at times when the administrative demand is such that more than one administrator is needed to focus on a specific task or project.
- In most instances work actions are well defined procedurally and the post holder can refer to these established policies, procedures and guidelines to determine a suitable outcome. On a day-to-day basis appropriate course of action(s) will often be a matter of choice, influenced by prior exposure or experience. The post holder will provide practical advice and support on routine enquires and issues and act as a filter for referring any issues outside of the scope of their role to a more senior member of staff.
- The post holder will have responsibility for the accuracy of the information contained within the departmental databases and for updating these. They will use University systems to research, collate, organise and edit standard material for inclusion in reports or may use them to answer related questions or queries.

Problem Solving and Decision Making

- To ensure the consistency and quality of the administrative support delivered across the department the post holder will normally work within well-established documented policies and procedures. The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities and will need to demonstrate the ability to respond to moving demands, such as timetabling changes, requiring them to communicate effectively with a network of tutors/mentors and diagnostic assessors to fill any gaps.
- Where the post holder faces unfamiliar situations outside the remit of their role, support will be provided by colleagues or the Head of Student Disability and Neuroinclusion Operations, respecting issues of confidentiality, responsibility and accountability.

Continuous Improvement

- The post holder is expected to take a pro-active approach to review and evaluate work practices/materials to identify areas for improvement.
- The post holder is expected to undertake CDP relevant to their role including annual training refreshers.

Accountability

- The post holder is the first point of contact for students, internal staff, external services and parents/carers; therefore, it is important that they project a professional and approachable image of the department.
- The post holder will need to be sensitive to issues relating to disability, have an empathetic approach, and must be able to deal with students' personal confidential data appropriately. Poor service quality may potentially impact upon the student's experience of the University.
- As the first point of contact, there may be times where the post holder will deal with students in crisis. They need to be calm and confident in such situations and able to quickly adapt and respond to urgent student needs. Students in crisis and those of concern should be flagged to a more senior member of the team in line with departmental and University information sharing and safeguarding procedures.

Dimensions of the role

- This post holder has specific responsibility for the provision of some administrative services and coordination of the NMH aspect of the Disability and Neuroinclusion team. They will operate with minimum supervision in the day-to-day planning, organising and performing (to an agreed quality standard and specification) of a wide range of coordination activities.
- As part of the administrative team the post holder is responsible for the replenishing of necessary resources and materials within the D&N office and consultation rooms. The post holder is also expected to attend departmental meetings and is responsible for taking writing up, storing and disseminating minutes amongst the team.
- The post holder does not have any budgetary responsibility but may be processing invoices and is expected to have a keen eye for detail to ensure accuracy. The post holder predominately impacts upon the student community.

Supplementary Information

This role does not have a budgetary responsibility.

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

Qualifications and Professional Memberships		
Vocational qualifications plus several years relevant work experience. Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.		E
<p>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). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.</p>		
	Essential/ Desirable	Level 1-3
Ability to multi-task and plan workload efficiently.	E	2
Experience of resolving issues/queries independently and providing advice on routine matters.	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, including database entry, and written communications.	E	3
Good keyboard skills and strong familiarity of Microsoft Office (specifically Excel), email, internet, and database entry.	E	2
Experience of financial record keeping, invoicing etc.	D	2
IT skills at a level capable of assisting with the production of information leaflets and the D&N website.	D	n/a
Experience of work with disabled people	D	n/a
<p>Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.</p>		
Appointment subject to DBS Check at Enhanced level and 3 yearly updates	E	
The post holder will be campus based.	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	
		Essential/ Desirable
<p>Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.</p>		
Communication		3
Adaptability and Flexibility		2
Customer, Client service and support		3
Planning and Organising		3
Continuous Improvement		1
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a

Influencing, Persuasion and Negotiation Skills Strategic Thinking and Leadership	n/a n/a
<p>This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.</p> <p>All staff are expected to:</p> <ul style="list-style-type: none"> • 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. • Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation. • 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 your Manager. • Work supportively with colleagues, operating in a collegiate manner at all times. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> • All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures. 	Level 1-3
Organisational/Departmental Information & Key Relationships	
<p>Background Information</p> <p>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.</p> <p>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.</p> <p>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.</p>	

Department Structure Chart

