



Job title	Head of Service – Faculty Liaison	Job family and level	Administrative, Professional and Managerial Level 5
School/ Department	Student and Campus Life	Location	University Park Campus

Purpose of role

The Head of Service – Faculty Liaison is responsible for managing the delivery and development of the UoN’s Disability Support Services link with Academic Departments, ensuring the delivery of high quality guidance, liaison, and advice to staff and students across the University. Disability Support Services is not advocates for the students, but professionals delivering an effective service for the University that helps our students.

The post holder will also provide an advisory role to the University on its Anticipatory Duty and the development of inclusive practices in the student and campus life environment.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Process Development, Continuous Improvement and Service Delivery</p> <ul style="list-style-type: none"> ▪ Provide specialist knowledge, skills and advice in relation to disabilities and accessibility, to ensure the delivery of high-quality services to a diverse community of students and staff. ▪ Provide and disseminate specialist advice on issues relating to the service, interpreting or assessing student needs and exercising judgement to make decisions when solutions are not obvious. ▪ Respond to and resolve complex escalated issues from Student and Campus Life, Faculties, Schools and Departments. ▪ Identify additional requirements or shortfalls and co-ordinate and/or design the delivery of innovative solutions to maximise service quality, efficiency and continuity. ▪ Keep up to date with developments in the disability sector, broader University developments and the higher education disability sector in general. ▪ Report on matters relating to services using relevant management techniques, to support informed decision making. ▪ Manage the demand and expectation of students by setting and monitoring priorities and service levels for the service. ▪ Evaluate existing service provision, keeping abreast of student voice and broader developments in the higher education sector to ensure appropriate developments and innovative solutions are 	40%

	<p>proposed that consistently enhance and maximise service quality, efficiency and continuity.</p> <ul style="list-style-type: none"> ▪ Work flexibly across the services to ensure peak periods are accommodated and the services are able to adapt with changing demand. 	
2	<p>Liaison and Relationship Management</p> <ul style="list-style-type: none"> • Develop effective and inclusive working relationships with colleagues in other areas of the University such as teams within a Faculty, the Wellbeing Team, and the Students' Union. • Interact and consult with colleagues across the University to ensure a distribution of information regarding disability services and to consult on process, policy or service change. • Present and make recommendations to Wellbeing and Faculty groups as appropriate, making recommendations on the improvement of the service to senior managers • Develop and deliver training sessions relating to disability to Faculty and Wellbeing colleagues when required • Represent and promote the work of Student and Campus Life and provide specialist input at both internal and external meetings/events, influencing differing opinions and handling questions/objections as required, to ensure that service issues are appropriately represented. 	25%
3	<p>Policy and Planning</p> <ul style="list-style-type: none"> ▪ Advise on, develop and revise policy for approval and contribute to their successful implementation in order to deliver services appropriately and ensure external requirements are met. ▪ Interpret policy, legislation, regulations and national codes of practice, advising on the implications of non-compliance, responding to and applying any necessary changes in area of work. ▪ Plan and organise specialist activity in liaison with the Heads of Registry and Academic Affairs and Heads of Student and Campus Life, ensuring plans complement and feed into the broader departmental and University plans. ▪ Project manage activities to facilitate major service and operational changes. 	20%
4	<p>Management and Leadership</p> <ul style="list-style-type: none"> ▪ Provide leadership to the disability liaison aspect Support and Wellbeing Officer and Practitioner team and ensure these staff work to a consistently high standard ▪ Ensure all relevant annual targets and goals are delivered ▪ Continuous commitment to the professional development of staff within the team, motivating and mentoring them to better meet the current and future requirements of service demand when there is no line management responsibility. ▪ Ensure the disability liaison work of the University is carried out and performed to the required standard, taking necessary follow-up measures as required ▪ Demonstrate and promote the values and behaviours of the University and embrace equality and diversity. 	15%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Proven change management skills ▪ Operational planning, management and business process skills whilst working to tight deadlines ▪ Strong interpersonal skills including motivational negotiating, influencing and relationship building ▪ Proven analytical and problem-solving capability ▪ Proven ability to promote excellence in area of expertise through process of review and continuous improvement ▪ Ability to develop strategic goals into functional plans, making use of cross-departmental working to generate and implement plans ▪ Ability to understand, anticipate and act upon the forces that will shape the sector and specialist area to envisage and shape new ways of working ▪ Ability to work in a team environment, supporting colleagues and sharing expertise ▪ Ability to adapt to changing circumstances by accepting new ideas and approaches, supporting others through this process ▪ Proven ability to communicate effectively with staff at all levels and to work collaboratively with academic and administrative colleagues at all levels ▪ Ability to identify new opportunities and creative solutions ▪ Ability to manage, lead and develop others 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Proven planning and organisation skills ▪ Experience and knowledge of Accessibility ▪ Experience of working with and influencing senior management 	<ul style="list-style-type: none"> ▪ Widespread awareness and understanding of the activities and objectives of the University, both current and future

	<ul style="list-style-type: none"> ▪ Experience of leading a diverse team or service ▪ Experience of dealing with highly confidential, sensitive information ▪ Knowledge and understanding of a range of disabilities and their impact upon study in higher education ▪ Evidence keeping abreast of governing regulation and legislation related to disabled students in higher education 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ First degree, or equivalent qualification and proven track record of relevant work experience for example in managing a large, diverse team in an educational setting <p>OR</p> <ul style="list-style-type: none"> ▪ A proven track record of extensive relevant work experience demonstrating a deep and specialised knowledge of disability <p>AND</p> <ul style="list-style-type: none"> ▪ Substantial experience in the Higher Education sector 	<ul style="list-style-type: none"> ▪ Member of professional body for disability / mental health
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Well-developed understanding of the relevant professional, legal and regulatory requirements of the service and area of work 	



As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those whose protected characteristics under the Equality Act 2010, are not well-represented in our current staff body.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

