JOE DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Disability &amp; Dyslexia Services</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Academic Services</td>
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<tr>
<td>Job type:</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>8</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Student Advisory and Wellbeing Services</td>
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<td>Accountable for:</td>
<td>Defined support arrangements and adjustments for students with physical impairments, long term health conditions and sensory impairments, specific learning difficulties, social/communicative disorders and emerging/established mental health diagnoses.</td>
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**Purpose of the Post**

To take the management lead for the College’s Disability & Dyslexia Services provision, linking them to all key student-facing services across the College reporting to the relevant College committees and the Head of Student Advisory and Wellbeing Services. Taking responsibility for the delivery of implementation plans and any targets set in the Department’s annual plan relating to their areas of work. To work closely with the wider Student Advisory and Wellbeing Services Department within the Academic Services Directorate and with other relevant professional services, contributing to a transformative and supportive university experience that encourages integration and fosters opportunities and access for all. To deputise for the Head of Student Advisory and Wellbeing Services with a focus on support in managing students in crisis and their responsibilities as student conduct officer.

**Key Tasks**

**Strategic Development & Implementation**

1. To support the department in the development and implementation of strategies that ensure the delivery of sector-leading Disability & Dyslexia Services.

2. To act as the department’s lead on the development of strategies, processes and activities related to supporting disabled applicants and students.

3. To act as the department’s lead on the development of strategies, processes, activities and campaigns to maximise appropriate engagement from students who are eligible for support.

**People & Resource Management**

4. Manage those responsible for coordinating the delivery of support for students with additional learning needs and/or other forms of impairment and effectively contribute to the overall leadership and management of linked services, the wider department and the continued development of positive management and staff culture which values student and staff satisfaction.
5. Manage the above teams in developing staffing and other structures to ensure the effective delivery and development of high quality services to students in keeping with our vision and values and to support the College in meeting its objectives.

6. Manage the teams and budgets in driving continuous improvement across the services that they are responsible for, maximising the quality of provision to students and the value for money to the institution.

Student Case Management & Conduct
7. To develop and lead the College’s framework for the delivery of tailored support packages for eligible students.

8. To develop and lead the College’s framework for the delivery of reasonable adjustment including alternative assessment/examination arrangements, priority to College accommodation etc.

9. To intervene directly in situations involving students (particularly where there are severe risks to wellbeing or health) and advise on an appropriate and beneficial response.

10. To deputise for the Head of Student Advisory and Wellbeing Services and act as one of the College’s Student Conduct Officers for nominated cases, considering short-term suspensions when required and chairing misconduct hearings to determine appropriate actions and sanctions in line with the Student Conduct Regulations.

Student Relationship Development
11. Lead the development of mechanisms within the portfolio that continuously monitor and respond to student feedback. To review and prepare service standards and contracts, as required, to ensure delivery meets the requirements of its customers.

Compliance
12. To support the College Executive in the development of strategies and implementation plans related to its statutory and legal obligations with respect to equality and reasonable adjustment.

Miscellaneous
13. Chair and/or be an active and productive member of such committees and working groups as required preparing and presenting reports and papers as required.

14. Make a range of decisions which involve balancing student requirements, availability of space, service provision, investment strategy, recruitment offer, value for money etc, assessing circumstances and requirements and adjusting plans appropriate.

15. Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with their grade.

16. Support and participate in the College’s arrangements for providing out of hours advice to critical student incident response and participate in major incident response as required.
Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- Academics and Professional Services staff within own School/Department
- Colleagues within other Academic Schools/Departments
- Colleagues within the Academic Services Directorate
- Students
- External networks/professional bodies where required