



St George's School of Health and Medical Sciences

City St George's, University of London

Registry – Student Services

Student Services Assistant (Disability Support)

Ref: 993-24-R

JOB DESCRIPTION

Post Title	Student Services Assistant (Disability Support)
Grade	CSG 4
Contract type	Permanent
Responsible to	Disability Adviser
Accountable to	Head of Student Services
Responsible for	N/A
Liases with	Students, Applicants, Parents, Student Services Advisors, Professional Services and Academic Staff

Overall purpose of job

This post is responsible for providing proactive administrative support for the day-to-day operation and development of services delivered by the university disability service. You will provide information and guidance to prospective and current students and liaise with staff and other agencies to ensure student support is implemented. You will be a team player with excellent written, communication and organisational skills with the ability to prioritise a demanding workload in a pressurised environment. Excellent interpersonal and organisational skills are essential.

1. Main Duties and Responsibilities

Advice & Support

- To provide a friendly and professional first point of contact for the disability service, providing information and support to prospective and current students and university staff.



- To respond to enquiries from students, providing guidance on how to access appropriate support for the individual's need.
- To provide information and advice on routine matters, knowing when to escalate to others as appropriate.
- To be responsible for arranging a wide range of appointments, assessments and referrals for students.
- Signposting students to additional sources of support both within and external to the university.

Admin

- Processing Disabled Students' Allowances (DSA) documents, referring students to support providers and following up to ensure support is in place.
- Processing incoming medical evidence, including handling and recording of sensitive information in line with legislative requirements.
- Maintaining accurate and up to date records.
- Administering and distributing important documents relating to student support and confidential student records.
- Raising purchase orders, ordering equipment and services in accordance with university procedures.
- Collecting and organising feedback about quality of services.
- Contributing to the development of processes to improve the efficiency of the service.

General

- To demonstrate a commitment to equality, diversity and inclusion policies and practice.
- To demonstrate a good knowledge of the Equality Act 2010
- To attend appropriate internal and external meetings, as well as relevant training sessions, courses and conferences
- Providing support to other members of the student services team including assisting with Student Life Centre reception duties.
- To undertake other duties as required as appropriate to the grade of the post.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	GCSE English and Maths qualifications or equivalent	E	PQ/AF
Experience	Experience of administrative support and keeping accurate records	E	AF/SS1
	Experience of customer care	E	AF/SS2
	Experience of working with internal and external stakeholders	D	AF
	Experience of student administration in a higher education environment	D	AF
Knowledge/ Skills	Excellent communication skills, both verbal and written.	E	AF/INT
	Excellent IT skills including word processing, email, database and spreadsheet experience with the ability to use computerised record systems.	E	AF/ST
	Ability to deal with a range of complex issues simultaneously	E	INT/ST
	Ability to use initiative and prioritise workload.	E	INT/SS3
	Able to communicate effectively with a diverse group of students and staff	E	AF/INT
	Ability to develop and improve processes and procedures.	E	INT/SS4
	Understanding of disability support in HE and student teaching/assessment processes.	D	INT
	Knowledge of the issues facing students in HE	D	INT
	Good working knowledge of the Equality Act 2010	D	INT



Personal Attributes	Highly organised and efficient with excellent attention to detail	E	INT/ST
	Conscientious and motivated to support others	E	INT/SS5
	Strict adherence to rules of confidentiality and data protection	E	AF
	Committed to embedding practices which embrace diversity and promote equality of opportunity	E	INT
	Friendly and approachable, good team member, willing to help where required.	E	INT

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae, SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

2. Date

September 2024



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as 'world-leading' 4* (40%) and 'internationally excellent' 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary: £29,659 pa, (pro-rated for part-time staff). The salary range for **CSG 4** is £29,659 – £33,232 and appointment is usually made at the minimum point.

Hours: 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave: 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension: Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

Gift Aid If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure Facilities Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: ecatlow@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: **21 October 2024**

Interview date is TBC As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **993-24-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

