

Disability Support Administrator

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,
Norwich University of the Arts*

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

We have an exciting opportunity to appoint a Disability Support Administrator to work within the busy Student Support office. You will be located within the Student Support team, which supports students in the areas of disability, mental health and wellbeing, student finance and funding, and accommodation.

The post holder will be working within the Disability team, undertaking a range of administrative duties to assist with the smooth running of this service. For example, you will be responsible for providing appropriate information to students looking to obtain screening or diagnostic assessment for specific learning differences (SpLD), including dyslexia, and maintaining appropriate records.

You will be a friendly communicator with excellent organisation skills and a can-do attitude. The postholder will enjoy working as part of a team and will be committed to providing an excellent service.

The postholder will work collaboratively with other members of the Student Support team to provide an integrated service and have an excellent working knowledge of Microsoft Office applications (Word, Excel and Outlook).



Disability Support Administrator

Full-time: 37 Hours per week for 52 weeks per year

Salary: From £25,733 to £26,942 per annum

Closing date for applications: 17th August 2025

Interview date: 1st September 2025





Job Description

Disability Support Administrator

Reporting to: Disability Support Adviser

Job Purpose

- The post holder will be part of the Student Support team which provides support to students around the areas of Disability, Student Finance and Funding, Mental Health and Wellbeing and Accommodation.
- Working within the Disability team, the postholder will undertake a range of administrative duties to assist with the smooth running of this service.



Duties and Responsibilities

- Assist the Disability team with a range of administrative tasks such as working with the DSA tracker and screening spreadsheets; updating the case management system; collation of completed timesheets and creation of invoices to send to funding body.
 - Providing appropriate information to students looking to obtain screening or diagnostic assessment for SpLD (including dyslexia) and maintaining appropriate records.
 - Making appointments for students and updating relevant calendars with appointments, meetings and events. Greeting visitors to Student Support as required.
 - Provide appropriate information to students, and signpost them to relevant University departments or external services or agencies where appropriate.
 - Refer complex student enquiries, or those involving vulnerable students, to appropriate colleagues within the Student Support team.
 - Maintain appropriate confidential records of communications with students via the CMS system, and of any liaison with other staff or external agencies in Individual cases, in line with the University's Data Protection procedures and Student Support file protocols.
 - Work with Student Support colleagues to ensure VLE and paper-based materials are maintained, appropriately distributed, and up to date.
 - Receive and distribute incoming and outgoing mail.
 - Preparing orders for goods and services and ensuring the smooth running of the office by anticipating general office needs, including ordering stationery.
 - Undertake other administrative duties as required by the team. On occasion may include managing the Student Support reception phone line.
- Whole team/additional responsibilities**
- Assist at Graduation Ceremonies, Open Days and Accommodation Move-in weekends as required, which may involve out-of-hours and weekend working.

Person Specification

Essential	Desirable
<ul style="list-style-type: none">• Educated to A level standard or equivalent qualification, or significant experience in a relevant area• Experience of providing effective administrative support in a busy and demanding office environment• Well-developed written communication skills and experience of producing documentation, such as reports, letters, or other documentation in a professional context to a high standard of accuracy and attention to detail• Ability to plan, organise, and prioritise own workload• Experienced user of Office 365, including Outlook, Teams, Excel, and Word• Excellent interpersonal skills and the ability to deliver a high-quality customer service• Substantial oral communication skills, including the ability to communicate effectively with a diverse range of staff, students and external agencies• Proven ability to maintain discretion when dealing with confidential issues	<ul style="list-style-type: none">• Administrative experience in a Higher Education or Further Education environment• Experience of using Access and PowerPoint.• Knowledge of types of support available to disabled students in HE e.g. Disabled Students' Allowance (DSA).



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis to commence once you are available.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 4, which is from £25,733 to £26,942 per annum.

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

DBS Applications

Individuals applying for this role will be required to complete an on-line DBS check and to provide the requested original documentation for checking and photocopying as part of the application process. All costs for a disclosure and barring check will be met by the University. Failure of the individual to provide information that is directly relevant to any DBS check could lead to the withdrawal of an offer of employment.

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/ applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



A woman with long dark hair, wearing a black academic cap and a black gown with a light blue stole, stands at a white podium. She is speaking into two microphones. Behind her, several other graduates in academic regalia are seated, looking on. The background features a colorful pattern of geometric shapes in purple, green, and pink. The podium has the text 'NORWICH UNIVERSITY OF THE ARTS' printed on it.

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Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1149

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is: 17th August 2025

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be: 1st September 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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