



# Disability and Welfare Administrator (Apprentice)

## Job specification, July 2025

### Job description

#### Employment status and working hours

Permanent, full time.

Full time hours at the University are 35 per week with the standard working pattern Monday to Friday from 09:00 to 17:00. As part of your apprenticeship, you will be assigned one day per week dedicated to study for your Business Administration qualification.

#### Place of work flexibility

**Split:** Your time will be split between the Horizons, Reading office and your home\*. The exact split of days/hours is negotiable but must include a minimum of **two** working days each week in Horizons **only on the core days** (Tuesday, Wednesday, Thursday). \*Working from home is only possible if your environment is suitable (see Attachment).

#### Department and team

Education and Students, Disability and Welfare team.

#### Line manager

Richard Higgins, Head of Disability and Welfare.

#### High level summary of job role

The Disability and Welfare team provide information, advice, and guidance to all students to ensure they are safe and well supported throughout their studies. This role will support the team to provide timely and impactful support to students.

The focus of this role is to provide support across the Disability and Welfare team, gaining experience and qualifications as you learn. You will be involved in the processing and setting up of support plans, minute taking, monitoring and management of assistive technology site licences, ESFA compliance checks, raising purchase orders, and general administrative support. You will collaborate with colleagues across the University to contribute to a positive and supportive student experience.

This role is an apprenticeship, and the successful candidate will have their studies fully supported by the University. This is a perfect opportunity for someone who would like to start

their career in higher education and build up their knowledge and skills while working towards their Business Administration qualification (Level 3).

### Specific job role accountabilities and responsibilities

- Provide administrative support to the Disability and Welfare team. This will include event organisation, arranging meetings and record keeping.
- Keep thorough, accurate and up-to-date records in relation to the student support required and provided, ensuring compliance with data protection legislation.
- Assist with drawing up and processing of students' Additional Support Plans (ASPs) at the earliest opportunity in the student lifecycle.
- Advise students on applications for the Disabled Students' Allowance and ESFA financial support and follow up on applications to ensure a successful outcome.
- Assist with the development of online resources to help staff and students with disability support and guidance.
- Undertake an Apprenticeship programme alongside your role within the Disability and Welfare team.
- Provide the primary administrative support for the University's assistive technology provision.
- Monitor and report on ESFA funded support to ensure regulatory compliance.
- Raise and monitor Purchase Orders for the Disability and Welfare team.
- Understand and comply with The Equality Act 2010 and other relevant safeguarding legislation.
- Help the Disability and Welfare team comply with institutional reporting requirements when required.
- Deliver excellent customer service in all aspects of the role and contribute to a student-centred specialist advice and guidance service.
- Provide ad-hoc support to other teams within the Education and Students department as and when needed.

### Other important features of the job role

- Line management responsibilities: None.
- Budget responsibility: None.
- In this role you will liaise with the following: Disability & Welfare, Students, Apprenticeships, Professional Services, Digital Education, Finance, Admissions, Lecturers, Academic Support and Enhancement and other University staff.

# Person specification

X in the table below indicates whether the person requirement is essential or desirable, plus how the requirement will be assessed during the selection process:

A = Application; I = Interview; T = Test.

Qualifications and training	Essential	Desirable	A	I	T
Level 2 Maths and English at Grade C or 4 or higher, or the willingness and ability to achieve these within six months of appointment	X		X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application.</i>					
Previous experience	Essential	Desirable	A	I	T
Working in a similar, customer facing role		X	X	X	
Working in the Higher Education sector, preferably in an Apprenticeship environment		X	X	X	
Working with people with disabilities or learning difficulties		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X		X	X	
Written and verbal communication skills	X		X	X	
Ability to adapt quickly to changing pressures and demands whilst maintaining accuracy	X		X	X	
Ability to make and build relationships with remote based students and staff	X		X	X	
A sense of resilience with the ability to listen and respond to students sharing distressing personal circumstance	X		X	X	
Knowledge of current legislation relating to disability		X	X	X	
An understanding of current legislation relating to data protection		X	X	X	
Knowledge of current Safeguarding & Prevent requirements		X	X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the University's core values of Passion, Integrity, Excellence and Support; all employees are	X			X	

expected to demonstrate our values at work: <a href="https://www.ube.ac.uk/work-for-us/join-the-team/">https://www.ube.ac.uk/work-for-us/join-the-team/</a>					
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake mandatory online training should you be appointed including Data Protection, Health and Safety, Safeguarding, Prevent, and EDI	X			X	
A commitment to CPD and a desire for a career in Disability and Welfare Support	X		X	X	
You must have been a resident in the UK for the last three years in order to qualify for apprenticeship funding	X		X	X	

## Pay and benefits

- Salary £24,000 per annum.
- 26 days paid holiday (rising to 28 with service) **plus** paid bank/public holidays **plus** up to five paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes the University does not need to close for five days per year and any balance (for example one day), can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension which is a default salary sacrifice scheme. You may opt out of salary sacrifice but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment for some leave types.
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. The University is keen wherever possible, to encourage staff to commute as sustainably as possible.
- Life assurance (death in service) cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a University of the Built Environment employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to learning platforms.
- On the Join the team page of our website, you will find the full list of employee benefits.

# Application process

## How to apply

All job applications must be sent to **recruitment@ube.ac.uk** and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. If you apply on the recommendation of an existing University of the Built Environment employee, please make sure to mention their name within your application. A **complete** job application consists of the following:

1. An up to date curriculum vitae.
2. A covering letter or email message outlining your suitability for the role.
3. A completed Recruitment Check Form which is available from the current job vacancies page of our website.

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable University. We recommend you visit our website to find out more about our Sustainability Strategy:

<https://www.ube.ac.uk/sustainability/>

## Informal discussion / Other enquiries

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying. For an informal discussion about the role please contact Richard Higgins on 0118 467 2036 or email [r.higgins@ube.ac.uk](mailto:r.higgins@ube.ac.uk). For any other enquiries please contact HR on 0118 467 2454 / 2433 or email [recruitment@ube.ac.uk](mailto:recruitment@ube.ac.uk)

## Closing date and next steps

We will receive applications until the advert closes on **Wednesday 06 August 2025 at 17:00**. We will not consider late applications. HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in the University. Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

## Interview details

Dates for interview will be advised to you later in the process. Please indicate on your Recruitment Check Form any dates you cannot make, up to 4 weeks from the closing date; this helps us to plan interviews should you be shortlisted, prior to contacting you.

Interviews are normally carried out over Microsoft Teams or Zoom. Depending on the job role and place of work, your interview may be at our Reading office. Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will likely meet a member of the Senior Leadership Team.

### Note for internal candidates

If you are an existing University of the Built Environment employee, we request you inform your current line manager of your intention to apply for this role.

### Note to recruitment agencies

We are **not** using agencies for this vacancy, and we cannot accept any candidate submissions. Please do not contact us as we can only repeat this message.

### Equality, diversity, and inclusion

Here at University of the Built Environment we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

### Pre-employment checks

University of the Built Environment undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

## Attachment: Homeworking

We are a flexible employer and flexibility is built into our different place of work options. As such, it is reasonable to ask employees to adhere to some general principles, requirements, and conditions when working from home. Flexibility must offer value to both you and the University.

### General principles

- You must undertake an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work. You will be asked to provide a photo of your home workstation setup.
- You must adhere to our IT Security and Data Protection policies at all times.
- You must be accessible to colleagues during your normal working hours and keep your Outlook Calendar up to date.
- Line managers are expected to be accessible to their team during working hours.

### Requirements and conditions

- When working from home, this must be within the United Kingdom for UK employees.
- Your homeworking environment must be suitable and professional at all times. It must be private and confidential to you, free from interruptions and noise, and away from other household members.
- You must have sufficient space on your home workstation in which to safely and securely house the technology and equipment required for your work. It must not be accessible to any other household member at any time. It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- You must provide, at your own cost, a secure and reliable internet connection which allows you to work as effectively as if you were in the office; this includes undertaking video and audio calls and connecting permanently to the VPN.
- In the case of known broadband outage you should plan to work at the Horizons office or elsewhere, noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work from home and need to consult your line manager and HR.