**Job Description**

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| **Faculty/Directorate/Service Area:** | **Disability Service, Inclusive Student Support Services/Student Life** |
| **Job Title:** | **Practical Support Assistant** |
| **Department/Subject:** | **Disability Service** |
| **Salary:** | **£12.69 p/h** |
| **Hours of work:** | **Zero Hours Contract** |
| **Number of positions:** | **9** |
| **Contract:** | **Fixed term position to 31.07.2025** |
| **Location:** | **This position will be based at the Singleton/Bay Campus** |

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| **Main Purpose of Post** | 1. 1.To arrange mutually convenient and suitable times to meet on a 1:1 basis to provide individual support. 2. Assisting the student(s) with time management such as timetabling, working out a work plan for completing assignments and preparation for exams. 3. 3.Provide practical advice and guidance to the student in a no-judgemental way. 4. 4.Help students organise their workload and promote independence. 5. 5.Offer guidance to enable student(s) to find relevant resources and reading materials to enable them to meet the study/assignment expectations. 6. 6.To support the student by carrying books/bags, open doors, lift and carry equipment under the student’s instruction. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality. **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification: GCSE minimum required.**  **Experience: Good interpersonal and communication skills. Reliable and punctual. Ability to be patient and empathetic. Previous experience of working with disabled people or people with specific learning difficulties would be beneficial.**  **Knowledge and Skills: Excellent IT skills. Strong organisational and planning skills are essential.** |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: Michelle Evans: [m.l.evans@swansea.ac.uk](mailto:m.l.evans@swansea.ac.uk) |

  