

**Job Description: Professional Service Positions**

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| **Faculty/Department:** | Disability Service, Inclusive Student Support Services |
| **Job Title:** | Reader/Scribe |
| **Department/Subject:** | Disability Service |
| **Salary:** | £12.69 per hour |
| **Hours of work:** | Zero Hours Contract |
| **Number of positions:** | 2 |
| **Contract:** | Fixed Term to 31/07/2025 |
| **Location:** | This position will be based at the Singleton/Bay Campus |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | To provide reading support to students. To read academic texts aloud to the student or to record whilst reading. To read the student’s work back to them, to assist with proof reading. |
| **Main Purpose of Post** | 1. Provide reading assistance in the library to assist students to access relevant pages of text.  2. To transcribe the students’ assignments verbatim.  3. The role is not to contribute to the content in any way (academic, assist with spelling, punctuation or grammar or proof reading).  4. To arrange a meeting time and place with the student. To establish a regular meeting time if possible.  5. To keep the Disability Support Coordinator informed of any issues with working relationship with the student.  6. To keep the Disability Support Coordinator informed of any planned absences at the start of the academic year.  7. To provide adequate notice to student(s) and the Disability Support Coordinator if unable to attend (preferably a minimum of one week).  8. To work with the Disability Support Coordinator to provide accurate working availability.  9. To be able to relate to the students whom they are providing support and to work independently.  10. To manage their own diary to provide as much support as they are able to commit to, whilst adhering to the University’s working hour’s policies and any VISA restrictions.  11. To work at all time with due regard to requirements of GDPR and ensure the appropriate storage and handling of sensitive personal data, considering any student requests for confidentiality while responding appropriately to the institution’s duty of care to others.  12. Submit timesheets using the Connect system on a weekly basis in order for the student(s) to approve by the deadline for payroll date on the last working day of the month.  13. To contact the student(s) if timesheets are not approved to payroll deadline of the last working day of the month.  14. To maintain confidentiality regarding the student(s).  15. To liaise with the Disability Support Coordinator regarding the needs of individual students and ensure that any concerns are brought to their attention.  16. To keep the Disability Support Coordinator informed of any changes to the agreed support arrangements of a student.  17. Before agreeing to undertake any additional support for a student, the Reader/Scribe MUST inform the Disability Support Coordinator.  18. Provide up to date contact details should these change at any point.  19. There may be specific tasks required in addition to those outlined above. If additional tasks are required, you will be advised by the Disability Support Coordinator. |
| **General Duties** | 20. To fully engage with the University’s Performance Enabling and Welsh language policies.  21. To promote equality and diversity in working practices and to maintain positive working relationships.  22. 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.  23. Any other duties as directed by the Head of Faculty / Department, or their nominated representative expected within the grade definition.  24. 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: Excellent communication skills. Reliable and punctual. Previous experience of working with disabled people or people with specific learning difficulties would be beneficial.**  **Knowledge and Skills: Excellent organisational skills. The ability to be flexible as hours my vary each week depending on the assistance the student requires on a weekly basis.**  **Welsh Language:**  This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any welsh to apply for this role) e.g., pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). 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/).  **Desirable Criteria:**   * The post holder should be a postgraduate or later-year undergraduate. * Experience of working within Higher Education. * The post holder must be familiar with the campus layout. |
| **Additional Information** | Informal enquiries: Michelle Evans: [M.L.Evans@swansea.ac.uk](mailto:M.L.Evans@swansea.ac.uk) |

  