St Hugh's College, Oxford

Student Support and Disability Coordinator

Job Description

1. **Job title:** Student Support and Disability Coordinator

2. **Hours:** 37.5 hours per week (full time)

3. **Salary:** Grade 7, £41,281.50 - £50,037 per annum inclusive of Oxford University Weighting

4. **Reports to:** Academic Registrar

5. **Direct reports:** None

6. **Job summary:**

   The Student Support and Disability Coordinator directs and delivers support for students and applicants with disabilities, and for those requiring other reasonable adjustments and academic support, ensuring that appropriate adjustments and welfare support are in place and recorded. The role acts as a key liaison between the College, the University, and external support services to promote an effective inclusive and supportive learning environment.

7. **Key relationships:**

   Academic Registrar, the Senior Tutor, the Academic Support Officer, the Admissions Coordinator, the Dean and members of the Welfare Team (including the Chaplain, Nurse, Counsellor and Welfare Deans), as well as the University's Disability Advisory Service (DAS).

8. **Background**

   St Hugh's is one of the constituent colleges of the University of Oxford. It is an independent, self-governing institution that is also a registered charity. Founded in 1886 to provide an excellent education to women who were otherwise excluded from the University, St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community, and is committed to becoming the best employer in the collegiate University. It is one of the largest colleges in Oxford, with around 850 students, more than 80 Fellows and 70 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all the College's support and administrative operations.

   The College is run by the Governing Body, consisting of the Principal, academic Fellows, and senior officers of the College. The members of Governing Body are also Charity Trustees and have ultimate responsibility for the governance and operations of the College, although much of this is delegated to key committees and College Officers.

   The College Office supports the academic functions of the College: from outreach work with

schools in the College's link region of Kent, to degree days, from exam arrangements to academic appointments. Members of the Team each have individual responsibilities, but all contribute to general tasks and the smooth running of the Office.

9. Main Responsibilities

The postholder will:

a) Disability Support

- Act as the main contact for students with disabilities or requirements for other reasonable adjustments or related other academic support needs, providing information and guidance on available support and adjustments.
- Act as the College's Disability Coordinator.
- Establish open and proactive communication with all offer-holders and current students who have disclosed a disability, ensuring they feel supported and able to raise concerns.
- Review Student Support Plans (SSPs) with students and ensure adjustments are implemented and reflect each individual's practical circumstances within the College environment.
- Liaise with the University's Disability Advisory Service (DAS) and relevant College staff.
- Provide expert advice and information to students, tutors, administrative staff, and others on disability-related issues.
- Attend DAS Forums and coordinate disability awareness training within College**.**
- Maintain records of disability and adjustment requirements in line with the College's confidentiality policies, and the GDPR.
- Monitor and reflect on changes and trends in this area of activity.

b) Academic Adjustments

- Manage change of circumstances processes for undergraduate and graduate students; maintain accurate lists of suspended students; ensure relevant staff across College and the University are notified.
- Provide advice to students considering suspension, ensuring they understand the procedures and their implications, and implement the necessary procedures.
- Maintain contact with suspended students to ensure ongoing support and communication and manage their return to College.
- Liaise with Faculties and Departments and their support services for students suspending studies and ensure continuity of support on return.
- Administer major adjustments to study and fee-waiver requests.

c) Student Support and its Coordination

- Meet with students experiencing academic or personal difficulties to discuss their circumstances and provide signposting to appropriate further support.
- Liaise with Tutors, the College Nurse, the College Counsellor, the Dean, and GPs to coordinate student support.

- Convene the College's Operational Welfare meetings and attend relevant University fora for student support.
- Identify where liaison with others (e.g. academic Departments, DAS, Estates, or Accommodation) is required to put in place effective support for students and coordinate collaboration as needed.
- Maintain confidential case records and contribute to College reporting on support activity.
- Working with tutors, oversee communications with St Hugh's students intercalating a Year Abroad and any visiting or exchange students affiliated with the College.
- Work closely with the College's Disability Lead (the Senior Tutor) and the Dean, particularly when complex issues or concerns emerge.

d) Compliance, Policy, and Governance

The postholder will:

- Support the development of College policies on disability, student support, and EDI, and help promote disability awareness and inclusive practice among staff and students.
- Support the Senior Tutor with the coordination of responses to critical incidents (e.g. student deaths).

The above is not an exhaustive list of duties, and the Student Support and Disability Coordinator will be expected to adapt to perform different tasks as necessitated by changing needs and the overall objectives of the College.

10. Selection criteria

a) Essential

The postholder should have:

- Education to degree level or be able to supply evidence of equivalent professional experience.
- Significant experience of working in student support, disability support, or related services.
- Knowledge of the context of disability support within education with an understanding of disability legislation.
- Competence in assessing the reasonable adjustments required by students in an educational setting.
- Proven ability to interpret policy, analyse complex information, and make sound judgements.
- Proven skills in clear and effective communication with a broad range of interlocuters (e.g. students, academics, other administrators, external parties).
- Excellent interpersonal skills and the ability to handle confidential information with tact, discretion and sensitivity.
- Exceptional organisational and administrative skills, including attention to detail and record keeping.

- The ability to work independently, flexibly, and under pressure and to meet deadlines.
- The ability to work collaboratively across teams and with external agencies.
- Excellent IT skills, including a high level of competence in Microsoft Office.

b) Desirable

It would be advantageous if the postholder also has:

- Experience of academic support in higher education (whether at the University of Oxford and/or its colleges or elsewhere).
- Experience of working with young people in pastoral or similar contexts.

11. Benefits

- Pension: employment with the College provides enrolment into the Universities Superannuation Scheme (USS).
- Annual leave: 32 days of annual leave and 8 public holidays per year for full time equivalent staff. Annual leave is generally not taken during term time, and ten days are reserved to cover the Christmas break when the College is closed.
- Meals: provision of meals free of charge while on duty when the kitchens are open, and tea and coffee.
- Health & Wellbeing:
    - Employee Assistance Programme – a free confidential telephone helpline and counselling
    - Free annual flu jab
    - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed
- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.

12. How to Apply

To apply for this role please download, fill out, and submit an application form and an equal opportunities monitoring form and send these alongside a covering letter and your CV via email to recruitment@st-hughs.ox.ac.uk. References will be taken up at the shortlisting stage.

- Closing date: **9am, Friday 27 November 2026**.
- Interviews: It is anticipated that interviews will be held in person at St Hugh's later in the month.