

Job Description

Prifysgol Wreccsam
Wrexham University



Faculty/Department	Student and Campus Life
Section	Inclusion Services & Disability Support
Job Title	Learning Support Assistant (Inclusion Services & Disability Support)
Reports to	Senior Student Advisor (Inclusion) & Inclusion Services Operational Support Manager

Principal Accountabilities

- The Learning Support Assistant (Inclusion) will provide assistance within the academic environment to identified University students with additional support needs thus aiding student retention, widening participation and academic participation.
- The work will involve taking high quality, coherent notes, assisting with the demands of the HE environment and practical assistance around campus to enhance the student experience for those with identified support needs through our Inclusion Services department.

Key Tasks

- To provide high quality, tailored assistance to meet individual student needs within the academic environment which may include:
 - Taking high quality, comprehensive notes in lectures and taught sessions in the student's preferred style and format. These should be provided to the student within an agreed time frame.
 - Assisting a student with general orientation around campus.
 - Assistance within the library and accessing resources.
 - Laboratory/workshop/studio assistance.
 - Reading aloud and scribing in examinations, in line with agreed reasonable adjustments for students.

- f. Practical assistance around campus e.g. carrying books, equipment or other study materials.
 - g. Accompanying students on field trips and study visits where appropriate.
- 2. To support students in adapting and transitioning to the academic demands of Higher Education by providing information, signposting where appropriate, helping with timekeeping and organisational skills.
- 3. Undertake regular training and continuing professional development in order to keep knowledge up to date regarding changes, developments and best practice in the field of student Inclusion.
- 4. To provide completed timesheets to demonstrate support provided as appropriate in line with DSA funding body requirements.
- 5. Adhere to the University's Equality and Diversity policy for staff and students, operating in accordance with the Equality Act 2010.

Special Features

Flexible approach to working hours is required.

Work at other University sites such as Northop or St Asaph may be required.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Job Title: Learning Support Assistant (Inclusion Services & Disability Support)

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Excellent communications skills, both verbal and written as well as good interpersonal and presentation skills.	A, I	E
		1.2	Ability to plan ahead, problem-solve and to work on own initiative with a 'can-do' attitude.	A, I	E
		1.3	Team player with flexible approach to work and working hours.	A, I	E
		1.4	Ability to interpret and explain complex processes/information to others.	A, I	E
		1.5	Good I.T. skills, including Word, Excel, PowerPoint and Outlook.	A, I	E
		1.6	Excellent organisational skills and the ability to prioritise and meet deadlines ensuring accuracy and attention to detail.	A, I	E
		1.7	Strong organisational and record-keeping skills.	A, I	E
		1.8	Able to work collaboratively with colleagues and to establish effective working relationships.	A, I	E
		1.9	Demonstrable understanding of confidentiality, data protection and equality/diversity legislation.	A, I	E
2	General & Specialist Knowledge	2.1	Knowledge and understanding of the demands of studying in HE and/or FE.	A, I	D

3	Education & Training	3.1	Educated to degree or equivalent standard or have substantial experience of supporting students with additional support needs.	A, C	D
4	Relevant Experience	4.1	Experience of working with students with additional support needs and the barriers that they may face.	A, I	D
5	Special Requirements	5.1	Accurate spelling and grammar skills with clear and legible handwriting and/or accurate keyboard skills with the ability to cope with subject specific vocabulary or technical knowledge.	A, I	E
Date of Revision			[23 rd April 2026]		

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

