

**University of
Northampton**

**ASSIST Specialist Enabling
Support Facilitator
(Electronic Notetaker)
Job Description**



Job Title: ASSIST Specialist Enabling Support Facilitator (Electronic Notetaker)

Grade: 5

Responsible to: Practical and Enabling Support Team Leader

Overall Purpose

To work within ASSIST (Additional Support and Inclusion Services Team) in Student Services, providing **electronic note taking support** to enable students with a range of disabilities and additional needs to achieve their potential.

To deliver an excellent student experience through ensuring a high quality and accurate service to students and staff.

Principal Duties and Responsibilities

The University employs electronic notetakers to take notes for individual disabled students in lectures, seminars and other learning environments. Electronic notetakers work in a variety of teaching environments, carry out the associated record-keeping and communicate appropriately with students, teaching staff and colleagues. This might include working in unfamiliar subjects and having to make sense of unfamiliar vocabulary and subject matter.

The role of the Specialist Enabling Support Facilitator (Electronic Notetaker) is to facilitate a student's access to learning, using specialist skills and/or equipment to either capture and record a record of the content for the student to refer to or to provide live notes to facilitate communication support. Support provided is based on individual student needs, to an agreed caseload of students with a range of disabilities, medical conditions and additional needs.

Functions undertaken by **the Electronic Notetaker** include:

- Attending lectures, seminars, labs and other taught sessions in both undergraduate and postgraduate level courses and taking accurate and appropriate notes for students to use as a live reference or as reliable record to support their learning.
- To work remotely using relevant digital platforms, such as MS Teams, to provide the above when students have online lectures.
- To undertake necessary preparation such as acquiring teaching materials or meeting students to identify needs.
- Making a comprehensive, live record of the content of lectures, seminars, discussions and other course-related activities, etc. in the student's preferred style and format, by:
 - Typing directly onto a laptop using specialist software.

- Identifying when it is appropriate to take manual (handwritten) notes and diagrams, and be able to do this legibly, accurately and promptly.
- To prepare the notes, as needed, for example by:
 - Proofreading and editing/amending the typed notes.
 - Checking content, e.g., by intranet research or contact with the lecturer.
 - Delivering the notes to the student in hard or electronic copy.
- Transcribing lecture notes, seminar notes, verbal dictation or audio files into an alternative format accessible to the student.
- Maintain a professional role and be able to make well-informed judgements while working autonomously, knowing when to refer issues to the Team Leader(s).
- Responsibility for technical aspects (after training), for example the care and transport of IT equipment and troubleshooting basic problems.
- Health & safety responsibilities, including identifying suitable working arrangements and taking appropriate action if this is not available.
- To provide administrative support to the ASSIST Office team as required, including a range of practical and computer-based tasks when not required for student support.

In addition, all ASSIST non-medical helpers are expected to undertake the following duties and responsibilities:

- Work in a way that empowers students to become independent learners' and demonstrate their full potential.
- Create and maintain appropriate professional relationships with the student, service and other University staff.
- Communicate effectively by email, video/audio call, SMS text and face-to-face, as appropriate to the audience, subject and purpose.
- Keeping up-to-date support records and other documents, as required, (including reading and responding to communications and advising on student absence) in order to assist the administration of the support.
- Monitoring work in relation to student case load and making recommendations for any changes in the level of support required.
- To offer some flexibility/willing to meet student demand outside of usual working pattern where possible.
- Remaining calm in challenging situations (for example, with people exhibiting difficult behaviour or when under pressure).
- Alerting the Support Team Leader(s) and/or Additional Needs Manager of any issue requiring further guidance or action.
- Contributing to the development of ASSIST's administrative documents and other materials, as necessary.
- Participation in ASSIST team meetings and other Departmental/University-wide meetings as appropriate.

- Participation in staff-development and training (taught and self-directed), as required in order to develop knowledge expertise and skills.
- Working in compliance with Disability legislation, DSA guidelines and the Equality Act 2010, and to ensure confidentiality of a student's personal information in accordance with the General Data Protection Regulations and University Confidentiality Policy.

Generic Duties and Responsibilities

- To act as an effective team member and balance assigned notetaking sessions with own workload of administrative tasks.
- To develop good working relationships with other areas of the University, particularly other teams within Student Services.
- To participate in and support recruitment and enrolment events such as Open Days, Welcome Weekend and Welcome Week, requiring occasional work at weekend.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Additional Needs Manager.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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Qualifications

1	HE Qualification (HND; Foundation degree; ordinary degree)	Essential	Application
2	Degree with honours	Desirable	Application
3	Qualification and/or specialist training in electronic notetaking, e.g. Open College Network London Region (OCNLR), Action on Hearing Loss, Stereotype, or equivalent (or willingness to complete necessary training and qualification* within the first 12 months) *The costs of the training and qualification to be met by the University	Essential	Application Interview Test
4	Membership of the Association of Notetaking Professionals (ANP) which is the professional body representing Electronic and Manual Notetakers	Desirable	Application
5	Qualification and/or training in disability support and awareness	Desirable	Application Interview
6	Qualification relating to proofreading/text checking	Desirable	Application

Skills, Knowledge and Experience

7	Familiarity with the Higher Education environment and the methods of teaching for at least undergraduate study	Essential	Interview Test
8	Demonstrable experience/understanding of the importance of clear boundaries relating to enabling support provision including personal integrity	Essential	Interview Test
9	Adaptable and resourceful in being able to cope with supporting multiple students with differing needs and disabilities studying varying subject areas, including coping with any technical course jargon	Essential	Interview Test
10	Excellent standards of English, both in terms of understanding (e.g. unfamiliar subjects/vocabulary, complex information/concepts different accents and dialects) and presentation (legible handwriting, accurate spelling and grammar, including free writing under time constraints)	Essential	Application Test

11	Ability to comprehend, process and précis complex information, to identify key points and to present these in a format appropriate to student needs	Essential	Test
12	Typing skills, preferably a trained typist, including speed of at least 60 words per minute	Essential	Application Test
13	Thorough working knowledge of standard MS Office applications, video conferencing platforms, agile working practices and willing to attend further training if needed	Essential	Application Test
14	Knowledge of Health and Safety Executive guidelines for VDU work and workstations (*or willingness to complete necessary training)	Essential	Interview
15	Ability to keep clear and accurate records and to respond to requests for information in a timely manner	Essential	Interview Test
16	Clear and demonstrable understanding of issues of confidentiality and data protection	Essential	Application Interview Test
17	<p>Physical and Sensory Essential Requirements Including:</p> <ul style="list-style-type: none"> ○ Ability to see the lecturer and read visual aids to carry out the tasks outlined. ○ Ability to hear/understand spoken information and identify key facts. ○ Ability to transport and set up standard laptops and peripherals and carry out keyboard and handwriting tasks. ○ Ability to find way around campus and attend University teaching spaces. ○ Ability to process new information quickly. ○ Ability to write notes at speed and over extended periods (but within Health & Safety guidelines) <p>Ability to create and copy diagrams and charts</p>	Essential	Interview Test
18	Demonstrable experience/understanding of the Disabled Students Allowances (DSAs)	Desirable	Interview Test
19	Enhanced level of skill and experience of working with disabled adults and an understanding of the barriers which disabled students may have in accessing learning	Desirable	Application Interview Test

Personal Qualities

20	Commitment to the delivery of a professional service	Essential	Interview
21	Excellent organisational and time management skills and ability to maintain accurate records	Essential	Application Interview Test
22	Ability to work with tact and sensitivity, including with people in distress or in challenging situations	Essential	Interview Test

23	Ability to communicate appropriately and effectively with students who have a range of needs	Essential	Interview Test
24	Flexible, adaptable, and able to cope with changing situations and at short notice	Essential	Application Interview
25	Self-motivated and able to work independently with minimum supervision	Essential	Application Interview Test
26	A proactive nature and committed team player with the ability to support colleagues and to contribute to team activities and objectives	Essential	Interview
27	A willingness to work some evenings to meet the needs of student timetables	Essential	Application Interview

Appendix 1: Tasks and Remit of the ASSIST Specialist Enabling Support Facilitator (Electronic Note-taker)

The tasks in the table below represent the range of tasks to be undertaken by the **Specialist Enabling Support Facilitator**, as outlined in the Non-Medical Help Services Reference Manual, produced by Student Finance England.

#	Task	Further details
1	Speech to text specialist communication support provided by a qualified Electronic Note-taker	<ul style="list-style-type: none"> A set of live, comprehensive notes are typed in lectures, seminars, discussions etc. Notes are always in the student's preferred style and format
2	Making a comprehensive, live, typed record of the content of lectures, seminars, discussions, off-campus events etc. in the student's preferred style and format.	<ul style="list-style-type: none"> This may include the information appearing simultaneously on the student's computer using specialist software, such as Speedtext, Stereotype or NoteED; The laptop could also be linked to Braille reading equipment. Although electronic Notetaking does not produce a verbatim record, a qualified operator is specially trained in condensing language and uses dedicated Notetaking software with shorthand capabilities to speed up the typing process. This software also enables the client to type messages to the operator and add their own notes to the transcript. At the end of a meeting or event, the Electronic Note-taker should provide a copy of the transcript by email, hard copy or memory stick. In depth knowledge and understanding of notetaking for disabled students and the ability to take notes accurately and comprehensively at speed;

		<ul style="list-style-type: none"> For some high-level specialist subjects, some subject knowledge might be required and/or subject specific training may be necessary
3	Transcribing lecture notes, seminar notes, oral dictation or audio files into an alternative format accessible to the student	<ul style="list-style-type: none"> To transcribe from one format to another as recommended by a student's DSA Assessor/Needs Assessment Report. More specifically, to type up handwritten notes or assignments into an electronic format, to type up from audio recordings, to type as a student dictates their work aloud or to transcribe course related videos, summary notes or verbatim, always in the student's preferred style and format. This will require familiarity with a range of specialist office packages and equipment and knowledge of how to transcribe into various alternative formats
<p>In all cases the Facilitator will need to liaise with the student to arrange locations/times etc. and to hold regular reviews with the student to assess how well the support is working.</p>		