1 Advertisement

Post Title: Administrative Officer
School/department: Student Experience - Office for Student Complaints, Appeals and Regulations (OSCAR)
Hours: Full Time. Requests for flexible working options will be considered (subject to business need).
Contract: Fixed Term for 12 months (secondments considered)
Reference: 1632
Salary: Starting at £25,482 and rising to £29,515 per annum
Placed on: 1 August 2019
Closing date: 22 August 2019. Applications must be received by midnight of the closing date.
Expected Interview date: TBC
Expected start date: As soon as possible

The Office for Student Complaints, Appeals and Regulations (OSCAR) is seeking to recruit an experienced Administrative Officer to join their team. This is an excellent opportunity for a process driven and compassionate professional to assist with the delivery of key portfolios undertaken by OSCAR.

The Administrative Officer will be required to support the Head of OSCAR in the delivery of the Office’s portfolios and will have administration responsibility for the OSCAR portfolios which include Student Discipline, Academic Appeals, Exceptional Circumstances claims, Reasonable Adjustment Panel Decisions (preparing recommendations as directed) and Student Complaints. Additionally, to provide administrative support for activities relating to UK Visas and Immigration (UKVI) compliance, and other committees / meetings when required.

Applicants should be committed to ensuring an excellent student experience. Knowledge and experience in working with students in a Higher Education environment, particularly with handling student claims and queries, is preferable. Familiarity in administering student misconduct or complaints would be a distinct advantage. This role offers you the opportunity to make a real impact, within a stimulating environment and contributing positively to a busy team.

The Administrative Officer will report to the Casework Manager, in the first instance, with the objective to support the Head of OSCAR. Key working relationships include the Associate Director for Student Engagement (Student Experience), the Student Life Centre, Student Support Unit and School Staff.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.
2. **Senior Leadership and Management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Chief Operating Officer, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Deputy Vice Chancellor.

The Chief Operating Officer heads the Professional Services of the University, including the Student Experience division. In addition, under the University Statutes, the Chief Operating Officer is Secretary to the University Council.

The Student Experience Division is led by the Director for the Student Experience, Jayne Aldridge. OSCAR is a small team within the Student Experience responsible for:

- The handling of Student Discipline, Complaints and Appeals.
- Administration of Exceptional Circumstances and Reasonable Adjustments claims
- Oversight of compliance with UK Visas and Immigration regulations for students

3. **Job Description**

**Job Title:** Administrative Officer

**Department:** Office for Student Complaints, Appeals and Regulation (OSCAR)

**Section/Unit/School:** Student Experience - Student Engagement and Achievement

**Grade:** 5

**Responsible to:** Casework Manager (OSCAR)

**Responsible for:** n/a

**Job Purpose:**

To provide efficient and effective administrative support to the Head of OSCAR, reporting to the Casework Manager in the first instance. The purpose is to support the Head of OSCAR in the delivery of the Office’s portfolios, and the development of student compliance functions / policy / procedures within Student Engagement and Achievement. Further, to provide advice and guidance to Schools of Study and other Professional Services Divisions on the application of policies and procedures on such matters.

**Key Duties and Responsibilities**

1. To support the Head of OSCAR and wider team in the development of fair, transparent and effective student Discipline, Complaints and Academic Appeals policies and procedures, and, to provide administrative support for these areas.
2. To support the Head of OSCAR and wider team in the development of policies and procedures to ensure compliance with the office of UK Visas and Immigration (UKVI).
3. To administer processes for Exceptional Circumstances claims and Reasonable Adjustments decisions in liaison with appropriate Academic and Professional Services staff, and students as required.
4. To work collaboratively as part of the wider team as required to develop office systems and business processes to support the work of the Office.
5. To undertake research and analysis and draft reports as required.
6. To undertake other duties as required from time-to-time.

1. To support the Head of OSCAR and wider team in the development of fair, transparent and effective Student Discipline, Complaints and Academic Appeals policies and procedures, and to provide administrative support for these areas.

1.1 To support the Head of OSCAR and wider team in updating policies and procedures by co-ordinating reviews, researching best practice, and providing assistance with consultations and drafting guidance. To support implementation of new policies and procedures by updating web pages and documents and providing other assistance where required.

1.2 To provide administrative support in Student Discipline, Complaints and Academic Appeals case work, including drafting responses and making recommendations where required, as well as ensuring accurate record keeping.

1.3 To provide advice and support to staff and students on Student Discipline, Complaints and Academic Appeals procedures.

1.4 To assist with the management of meetings and panels relating to Student Discipline, Complaints and Academic Appeals, and to act as clerk to meetings and panels where necessary, taking minutes and writing reports.

1.5 To ensure that actions arising from panels and meetings are managed effectively, including accurate record keeping and effective dissemination to appropriate staff.

1.6 To ensure students receive timely communication on the progress of cases and to respond to queries.

2. To support the Head of OSCAR and wider team in the development of policies and procedures to ensure compliance with the office of UK Visas and Immigration (UKVI).

2.1 To support the Head of OSCAR in the development of policies and procedures to meet internal and external stakeholder requirements relating to UKVI compliance.

2.2 To support the staff in the Professional Services and Schools of Study in their preparations for UKVI reviews and audits, and to support course co-ordinators and other School staff in developing and implementing attendance monitoring procedures, particularly in relation to Tier 4 students.

2.3 To support the delivery of the University’s UKVI compliance objectives, as directed by OSCAR senior personnel, and work collaboratively with staff responsible for student visa related matters.

2.4 To project manage specific initiatives as required.

2.5 To work in partnership with School colleagues, members of the wider Student Experience and Professional Services teams as required.

3. To administer processes for Exceptional Circumstances claims and Reasonable Adjustments decisions in liaison with appropriate Academic and Professional Services staff, and students as required.

3.1 To administer Exceptional Circumstances claims in liaison with the Associate Director for Student Engagement and Achievement, Student Experience. To notify students of decisions and ensuring implementation of the Regulations as required.

3.2 To administer Reasonable Adjustments decisions in liaison with the Chair of the Reasonable Adjustments Panel, and staff in ADQE and the Examinations Office, notifying students of decisions and ensuring implementation of the Regulations as required.
4. To work collaboratively as part of the wider team as required to develop office systems and business processes to support the work of the Office.

4.1 To work as directed to establish and maintain information on the internal and external University's website to meet stakeholder requirements; ensuring information is accurate, concise and provided in a timely manner to comply with institutional standards of publication and to meet UKVI, OIAHE and QAA requirements.

4.2 To provide support the wider team relating to UKVI compliance, student complaints Academic Appeals, Student Discipline and Exceptional Circumstance claims and to advise and liaise with Schools and other Professional Services Divisions on these matters.

4.3 To manage information and business systems in support of the work of the Office; to improve service delivery to colleagues in Schools and other Professional Services and to lead developments and improvements in these areas as required.

4.4 To engage proactively in the Office’s systems and business continuous improvement drive, as appropriate for the post position and grade.

5. To undertake research and analysis and to draft reports as required.

5.1. To undertake research and analysis as directed to support the work of the Office.

5.2. To support the Head of OSCAR and wider senior personnel by making early drafts of research findings, revised and new policies and procedures.

5.3. To take personal responsibility for continuing professional development and to ensure appropriate engagement in national networks as required.

6. To undertake other projects as required from time-to-time.
4. **Person Specification**

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<tr>
<th>Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Experience of developing systems and business processes to improve service delivery.</td>
<td>X</td>
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<td>Excellent interpersonal and customer service skills, diplomacy and persuasiveness.</td>
<td>X</td>
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<td>Excellent oral and written communication skills, the ability to write to a high standard of accuracy and detail.</td>
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<td>Ability to confidently express points to peers and members of School management.</td>
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<td>Good analytical skills.</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Education to A'Level or equivalent qualification</td>
<td>X</td>
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<td>A graduate; equivalent qualification or experience</td>
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<td>X</td>
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<td>Demonstrable commitment to personal and professional development relevant to the role.</td>
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<tr>
<td>A good understanding of current policy and climate in HE both nationally and internationally; along with an understanding of the regulatory issues and current challenges relevant to HE.</td>
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<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>A proven track record of working collaboratively and effectively with academic and administrative staff in a higher education or further education environment at all levels and from different functional areas</td>
<td>X</td>
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<td>Experience of dealing with student complaints, appeals or related academic claims in a higher education or further education environment</td>
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<tr>
<td>Experience of dealing with UKVI compliance, or student complaints and/or appeals in a higher education or further education environment</td>
<td></td>
<td>X</td>
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<td>Experience of working in a legal environment</td>
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<th>Personal Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Ability to take the initiative and be pro-active</td>
<td>X</td>
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<td>Ability to prioritise tasks and meet deadlines.</td>
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<td>Demonstrable service orientation together with a &quot;client/customer&quot; focus.</td>
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<td>Commitment to learn new skills and to keep abreast developments in the sector relevant to the post.</td>
<td>X</td>
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<td>Good interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.</td>
<td>X</td>
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