

## 1 Advertisement

**Post Title:** Academic Committees and Student Casework Manager

**School/department:** Brighton and Sussex Medical School

**Hours:** 1.0 FTE / 37.5 hours per week

Requests for flexible working options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 21497

**Salary:** Starting at £37,099 to £44,263 per annum, pro rata if part time

**Placed on:** 29 August 2023.

**Closing date:** 25 September 2023. Applications must be received by midnight of the closing date.

**Expected interview date:** To be confirmed

**Expected start date:** To be confirmed

Applications are invited for this post to support casework associated with student complaints, appeals, discipline, and fitness to practise concerns and to provide support as Secretary to academic committees concerned with curriculum planning and quality assurance of medical education.

You will serve as complaints, appeals, and student discipline officer for the Medical School and liaise closely with a range of academic and professional services colleagues within and out with the School and its parent universities. Key contacts will include the Dean, teaching leads, student advice team, School Office staff, Academic Registry and Governance and Legal teams at the University of Brighton, Students Union representatives and the GMC's Registration Investigations Team.

Working under the direction of the Medical School Secretary you will understand the principles of good governance and the role of the Office of the Independent Adjudicator for Higher Education, have previous experience as a committee Secretary, and understand assessment regulations, complaints, discipline, and fitness to practise policies and procedures.

Please contact the Medical School Secretary Peter Dennis [P.B.Dennis@bsms.ac.uk](mailto:P.B.Dennis@bsms.ac.uk) for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from black and minority ethnic candidates, who are under-represented in professional services posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.

For full details and how to apply see our [vacancies page](#)

[www.brighton.ac.uk/jobs](http://www.brighton.ac.uk/jobs)

[www.bsms.ac.uk](http://www.bsms.ac.uk)

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

## 2. The School / Division

Please find further information regarding the school/division at [www.bsms.ac.uk](http://www.bsms.ac.uk)

## 3. Job Description

**Job Description for the post of:** Academic Committees and Student Casework Manager

**Department:** BSMS - Professional Services

**Location:** Medical Teaching Building, University of Sussex  
campus

**Grade:** 7

**Responsible to:** Medical School Secretary

**Responsible for:** N/A

### **Role description:**

To support committees concerned with curriculum planning and quality assurance and undertake casework in matters of student complaints, appeals, discipline, and fitness to practise ensuring cases are progressed in compliance with policies and procedures.

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## **PRINCIPAL ACCOUNTABILITIES**

1. Act as Secretary to those committees concerned with curriculum planning and quality assurance: Academic Board, Curriculum Management Boards, Curriculum Development and Strategy Group.
2. Serve as complaints, appeals, and student discipline officer for the medical school.
3. Serve as investigating officer for student fitness to practise concerns.
4. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
5. Work in partnership with other key stakeholders to ensure a seamless service.
6. Manage, promote and maintain a high quality professional service, engendering a culture of continuous improvement.

## **KEY RESPONSIBILITIES**

1. **Management and Leadership**

- 1.1 Ensure key stakeholders' understanding and application of operational standards are embedded in the culture and methods of working.
- 1.2 Support the development of others, providing training and coaching to explain policies, principles and procedures.
- 1.3 Support the Medical School Secretary to foster an ethos of continuous improvement.

## **2. Service Delivery**

- 2.1 Working within university policy and procedure, undertake day-to-day management of casework, ensuring the timely production of outcomes and reports, and effective liaison with students.
- 2.2 Ensure effective systems and procedures are in place to support the achievement of turnaround times in accordance with relevant policy and procedure.
- 2.3 When investigating a case, liaise with academic and professional service colleagues to ensure cross-organisational issues are identified, necessary action taken and then resolved.
- 2.4 Flag institutional risks which arise during the course of an investigation, and work with colleagues across the University to mitigate further risk.
- 2.5 Maintain appropriate records and documentation commensurate with policy and procedure and internal and external reporting requirements.
- 2.6 Plan and implement improvements to systems and procedures to ensure effective administration.
- 2.7 Provide reports internally and externally as appropriate. Undertake analysis, interpretation and presentation of standard data to inform decisions.
- 2.8 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.
- 2.9 Work in a flexible manner, responding to the varying demands of the different elements of the portfolio across the annual cycle.

## **3. Policy and Procedure**

- 3.1 Provide comprehensive and timely information to senior staff on casework as required and provide expert advice to ensure compliance with procedures.
- 3.2 Contribute to policy decisions and improvement.

## **4. Customers and Stakeholders**

- 4.1 Proactively work with internal and external stakeholders or students to ensure effective service delivery, exchange information and provide data to inform decisions as necessary, showing appropriate sensitivity when needed.

## **5. Committee Secretary**

- 5.1 Act as Secretary to the school's Academic Board, Curriculum Management Boards and Curriculum Strategy and Development Group.
- 5.2 Prepare agendas and papers for meetings, produce accurate minutes and ensure actions are completed.
- 5.3 Preparation of committee papers will entail detailed work including commissioning papers from others, processing of external examiner nominations, keeping accurate records of examiners' tenure, and processing staff award nominations.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

## **INDICATIVE PERFORMANCE CRITERIA**

- Responsible for the achievement of the medical school's primary aim to provide the highest quality education and learning experience for its students to help them provide excellent care for their future patients.
- The post holder reports to the Medical School Secretary, working under general direction within a clear framework the post holder will manage their own work to achieve their agreed objectives. The role holder will play a key role in supporting colleagues to achieve the strategic and operational goals of the University, Professional Services & the School. The post holder is expected to work collaboratively across the Universities and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): the GMC's Duties of a Doctor, Prevent Duty, Data Protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

## **PERSON SPECIFICATION**

### **ESSENTIAL CRITERIA**

1. Minimum level of education required to successfully perform the role – normally educated to degree level, or other equivalent qualification, or relevant level of experience.
2. Experience of working in a higher education environment, ideally including one or more of the following areas: academic appeals; exceptional circumstances; complaint handling; student discipline, supporting the work of formal committees.
3. An understanding of the role of the Office of the Independent Adjudicator for Higher Education
4. Effective management skills.
5. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood by an audience.
6. An understanding of the principles of good governance as it relates to higher education.
7. Planning and organisational skills commensurate with the role of a Committee Secretary.
8. Well-developed interpersonal skills with the ability to effectively influence and build and develop working relationships.

9. Analytical skills with the ability to generate effective solutions and make effective decisions.
10. Commitment to customer excellence.
11. Effective IT Skills on MS platform.

## **Operational detail**

### **Student complaints, discipline and fitness to practise matters**

Serve as complaints and student discipline officer for the medical school.

Investigate stage 1 complaints from medical school students in accordance with the University of Brighton student complaints resolution procedure.

Investigate stage 2 complaints on behalf of other schools of study at the University of Brighton in accordance with the University of Brighton student complaints resolution procedure.

Investigate student disciplinary matters in accordance with the student discipline procedure of the University of Brighton.

Serve as investigating officer for fitness to practise concerns about students on programmes leading to registration with professional bodies in accordance with the University of Brighton fitness to practise procedure.

Maintain accurate records of complaints, appeals, disciplinary, academic misconduct and fitness to practise cases.

Provide summary data concerning frequency and type of cases to the BSMS Academic Board.

Keep up to date with best practice by attending internal and external training events and conferences.

Provide data to GMC's registration department about students about whom there are fitness to practise concerns.

### **Academic appeals**

Monitor medical school appeals mailbox

Process student requests for review of results

Provide university appeals office with information in response to formal stage 1 appeals in accordance with the University of Brighton appeals process

### **Committees**

Act as Secretary to the school's Academic Board, Curriculum Management Boards and Curriculum Strategy and Development Group.

Prepare agendas and papers for meetings, produce accurate minutes and ensure actions are completed.

Preparation of committee papers will entail detailed work including the processing of external examiner nominations, keeping accurate records of examiners' tenure, and processing top teacher award nominations.