1. Advertisement

Post Title: Student Conduct Officer (Discipline)
School/department: Student Experience Office for Student Complaints, Appeals and Regulations (OSCAR).
Hours: Full time or part time hours considered up to a maximum of 36.5 hours. Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 3050
Salary: Grade 5, Starting at £25,941 and rising to £30,046 per annum
Placed on: 17/02/20
Closing date: 01/03/20. 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 a Student Conduct Officer to join their team, to act as a first point of contact for University Student Discipline matters. This is an exciting opportunity for a professional seeking further experience with students, regulations and resolutions. You will be required to monitor and progress Student Disciplinary cases, ensuring that cases are dealt with sensitively, with a risk-based approach and with a key focus on ensuring student health, safety and wellbeing. The role holder will ensure cases are handled in accordance with Student Disciplinary Regulation and Procedures, and will proactively engage with staff and students involved in cases, and with external parties where required. The role holder will work within the OSCAR team, a unit within the Student Experience Division, and will also support other OSCAR procedures as and when required.

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. The Division

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 Description for the post of:** Student Conduct Officer (Discipline)

**Department:** The Division for the Student Experience

**Section / Unit / School:** Office for Student Complaints, Appeals and Regulations (OSCAR)

**Location:** Bramber House, University of Sussex

**Grade:** 5

**Responsible to:** Head of OSCAR

**Key working relationships:**

Head of OSCAR, Associate Director (Student Engagement and Achievement), Casework Managers, Student Life Centre, Mental Health and Wellbeing Staff.

**Purpose of the post:**

The role will act as a first point of contact for University Student Discipline matters. This is an exciting opportunity for a professional seeking further experience with students, regulations and resolutions. You will be required to monitor and progress Student Disciplinary cases, ensuring that cases are dealt with sensitively, with a risk-based approach and with a key focus on ensuring student health, safety and wellbeing. The role holder will ensure cases are handled in accordance with Student Disciplinary Regulation and Procedures, and will proactively engage with staff and students involved in cases, and with external parties where required. The role holder will work within the OSCAR team, a unit within the Student Experience Division, and will also support other OSCAR procedures as and when required.

**Principal accountabilities and key responsibilities:**

1. **Undertake day to day administration of student disciplinary cases, ensuring that cases are progressed sensitively, with a risk-based approach and with a key focus on ensuring student health, safety and wellbeing.**

   1.1. Receive incident reports and draft initial risk assessments using an agreed template so that Casework Managers can ascertain the level of seriousness of the case, and consider if any precautionary action should be recommended.

   1.2. Initiate support for senior staff in the consideration and implementation of any precautionary action by flagging any high risk cases, drafting letters and reports, undertaking correspondence with affected students, keeping a log of all communications, and any other actions as required.

   1.3. Proactively communicate with reporting and reported students sensitively, and in a timely way, keeping students informed of action and next steps where appropriate, and ensuring that student health, safety and wellbeing is considered at all times.

   1.4. Support Casework Managers and senior staff by proactively seeking updates on cases from internal and external sources (such as the Police, bearing in mind the University’s obligations under GDPR), and providing reports when appropriate throughout the duration of a case.
2. Progress and review cases in accordance with published Student Disciplinary Procedures and Regulation 2 on Student Discipline, and support Investigating Officers in the handling of cases.

2.1. Create case files when incident reports come in, and identify and collate relevant information and evidence. Support Casework Managers in the identification of appropriate Investigating Officers in accordance with the seriousness of the case.

2.2. Manage communications with Investigating Officers throughout the disciplinary procedure, ensuring they receive information on cases and briefings on procedural steps throughout the duration of cases.

2.3. Arrange disciplinary meetings with Investigating Officers, Student Disciplinary Panels and Student Disciplinary Appeal Committees where necessary, including the preparation of case files for decision makers, and act as Secretary to those meetings including drafting disciplinary case outcomes.

2.4. Co-ordinate the internal disclosure of reports and outcomes, and advise Casework Managers on cases which require disclosure to external organisations, in accordance with the Student Disciplinary Procedures.

2.5. Develop and maintain databases and filing systems to facilitate the efficient management of cases and to ensure an accurate log of all cases in compliance with University governance and records management. Ensure efficient adoption and effective use of IT systems as appropriate.

2.6. Undertake all of the above in a timely manner, and with due consideration for privacy and confidentiality.

2.7. Provide guidance and support to other Academic and Professional Services staff in relation to student discipline procedures.

3. Support the operation, review and development of all processes related to student discipline cases and the preparation and maintenance of web content for the student discipline web pages.

3.1. Disseminate information and guidance on developments within the Higher Education sector, for example, OIA cases and UUK guidance, to keep Casework Managers and senior staff abreast of sector requirements and recognised best practice. Continuously review procedures and systems relating to disciplinary cases and identify and recommend improvements as necessary to meet University requirements.

3.2. Maintain and update a web presence that accurately reflects the student discipline Regulation and procedures and ensures accessibility and transparency. Review and maintain all information, procedures and documents contained in the web pages, to include improving the experience of those using these pages so far as is practicable.

3.3. Assist in the preparation of papers for the University Executive Group and Committees, to include drafting reports, collating information from a variety of sources and presenting in an accessible and logical manner.
3.4. Act as Committee Secretary to meetings as required (including to the Student Discipline Committee), and to take responsibility for the progression of business, development work between meetings, and the drafting and circulation of minutes as required.

3.5. Compile, redact and draft information required by external organisations such as the Office for the Independent Adjudicator.

4. **Support the Investigating Officer community.**

4.1. Maintain the list of Investigating Officers and relevant information relating to training and case involvement.

4.2. Act as a first point of contact for any queries from Investigating Officers in relation to procedures. Provide guidance and support as required, and escalate more complex requests to the Casework Managers.

4.3. Support Casework Managers in the organisation of all training and quarterly meetings for Investigating Officers, to ensure all required training is completed before engagement in the process. Assess such events and recommend improvements for future sessions.

5. **Administer other OSCAR procedures where required such as Student Complaints, Academic Appeals, Exceptional Circumstances claims and OIA cases, and contribute to team planning and goals.**

5.1. To provide administrative support in Student Complaints, Academic Appeals and OIA case work, processing Exceptional Circumstances claims, drafting responses where required, and ensuring accurate record keeping.

5.2. To maintain up to date knowledge of OSCAR procedures, train OSCAR staff on Student Discipline procedures, and provide advice and support to staff and students on all OSCAR procedures.

5.3. To participate in team planning and objective setting, and work collaboratively with OSCAR team members in all areas of OSCAR work.

6. **Undertake any other reasonable duties and responsibilities commensurate with a Grade 5 role.**
# Person Specification

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Educated to A level or equivalent</td>
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<td>X</td>
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<tr>
<td>Educated to degree level or equivalent</td>
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<th>Skills</th>
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<td>Excellent organisational skills and the ability to prioritise and meet deadlines in a busy and time sensitive environment</td>
<td>X</td>
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<td>Excellent written, oral and interpersonal skills</td>
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| Ability to produce documents consistently to established standards |           | X |

| Highly IT literate with experience in office systems such as Word and Excel, as well as use of case management systems |           | X |

## Knowledge and Experience

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<thead>
<tr>
<th>Knowledge and Experience</th>
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<tr>
<td>Knowledge of student health, welfare or wellbeing issues, and demonstrable experience of signposting and making active referrals to student support services.</td>
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<td>Good understanding of the University’s Regulation and procedures on student discipline</td>
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<td>Knowledge of the Higher Education environment</td>
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<td>Experience and confidence in dealing with a wide range of people and building productive relationships</td>
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<td>Experience of dealing with sensitive and complex information or cases</td>
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| Experience of the preparation of web content, procedures and general information |           | X |

## Personal Attributes

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<tr>
<td>Presents an approachable and calm persona even when under pressure</td>
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<td>Able to deal sensitively with individuals, sometimes in stressful / conflict situations</td>
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<td>Able to work in a confidential manner at all times, and to keep information secure</td>
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<td>Ability to take the initiative and be pro-active</td>
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<td>Ability to prioritise tasks and meet deadlines.</td>
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