1 Advertisement

**Post Title:** Casework Manager  
**School/department:** Office for Student Complaints, Appeals and Regulation (OSCAR), Student Experience  
**Hours:** Full time. Requests for flexible working options will be considered (subject to business need).  
**Contract:** Permanent  
**Reference:** 4373  
**Salary:** Starting at £33,797 and rising to £40,322 per annum (pro rata if part time)  
**Closing date:** 02 October 2020. Applications must be received by midnight of the closing date.  
**Expected start date:** 04 January 2021

This vacancy is only open to those currently employed by the University.

The Office for Student Complaints, Appeals and Regulations (OSCAR) is delighted to offer an excellent opportunity for a professional seeking to develop their career in a higher education environment. The role requires an individual who is committed to providing high-quality support to staff and students, is adept at developing and managing university regulations and procedures, and is capable of dealing with a demanding workflow.

The Casework Manager oversees a wide range of tasks and works in close collaboration with OSCAR’s other Casework Manager, the Casework Officers, and the UKVI Compliance Officer. The successful candidate will be responsible for managing complex processes and cases, and will be able to exercise sound judgement in relation to these. Proactivity and a demonstrable ability to engage with a range of stakeholders is paramount in order to contribute to the division’s objective of enhancing the student experience.

The portfolio of work undertaken by OSCAR is both challenging and rewarding and offers team members the opportunity to make a real impact. The portfolio includes:

- Academic Appeals
- Exceptional Circumstances claims
- Student Complaints (including liaison with the Office of the Independent Adjudicator for Higher Education)
- Student Discipline
- Student Immigration Compliance (UKVI)

The Casework Manager will report to 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.

Please contact Wendy Tozer (w.tozer@sussex.ac.uk) for informal enquiries.

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 School / Division**

Directorate for the Student Experience provide support services focused on improving the student experience, both to students and colleagues in schools and departments.

Our services include:

- academic appeals and student complaints
- academic policy and procedures, including assessment regulations
- business management of University quality assurance processes
- central support and coordination for academic programme development
- external partnerships
- maintaining student records (current and past) and management of registration
- management information
- management of University Teaching and Learning Committee
- production of student transcripts and degree certificates
- student progress and assessment
- student registration exam timetabling and e-assessment support for teaching and learning for staff and students
- technology-enhanced learning
- timetabling of teaching and managing room bookings
- UKVI compliance
3. **Job Description**

**Job Description for the post of:** Casework Manager

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

**Section/Unit/School:** Student Experience

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

**Grade:** 7

**Responsible to:** Head of OSCAR

**Overall purpose of post:**

The Casework Manager will manage the delivery of OSCAR’s casework, particularly ensuring that procedures are followed correctly, overseeing the effective delivery of student-facing services, and providing advice to staff. The post holder will also occasionally deputise for the Head of OSCAR.

The Casework Manager will develop and strengthen our established systems, processes and practices ensuring the University’s duties and responsibilities are met with respect to national and institutional requirements. Consequently, the post holder will need to ensure engagement with national developments and liaise with a broad range of staff in Professional Service departments and in Academic Schools.

A strong focus on improving the student experience, and developing and maintaining key relationships across the institution, is a vital aspect of this position.

An ability to innovate and develop institutional policy that ensures compliance whilst avoiding excessive bureaucracy, sound judgement and diplomacy, as well as the ability to manage business processes in a complex organisational structure are essential attributes required of the post holder.

**Key Responsibilities and Duties:**

1. To manage OSCAR casework, ensuring the timely production of outcomes and reports, and effective liaison with students.

2. To provide comprehensive and timely information to senior staff on casework as required, and provide expert advice to Schools and Professional Service Departments to ensure compliance with procedures.

3. To support the Head of OSCAR in continuous improvement of OSCAR processes and procedures, and to oversee the implementation of changes.

4. To work in a flexible manner, responding to the varying demands of the different
elements of the OSCAR portfolio.

5. To undertake any other duties commensurate with the grade and level of responsibility of this post for which the post holder has the necessary experience or which can be achieved with the necessary training.

Specific Responsibilities:

1. To manage OSCAR casework, ensuring the timely production of outcomes and reports, and effective liaison with students.

1.1 To manage Academic Appeals and Exceptional Circumstances casework initially, later diversifying into Discipline and Student Complaints casework. Handling individual cases, drafting outcome letters, and ensuring students are kept informed of progress on cases.

1.2 To collate and analyse casework information in response to requests for complaint reviews at Level 3, and requests from the OIA, and to draft responses for the Director for the Student Experience and the Associate Director, Student Engagement and Achievement, as required.

1.3 To act as a senior member of the team, providing advice and support to other OSCAR team members on Academic Appeals, Discipline, Exceptional Circumstances and Student Complaints cases, and to provide inductions for new OSCAR staff.

1.4 To deputise for the Head of OSCAR at meetings where appropriate, and act as a key point of contact for senior staff for the OSCAR team in the Head’s absence.

1.5 To flag institutional risks arising during the course of an investigation, and to work with colleagues across the University to mitigate further risk.

2. To provide comprehensive and timely information to senior staff on casework, and to provide expert advice to Schools and Professional Service Departments as necessary to ensure compliance with procedures.

2.1 To ensure maintenance of accurate records on Academic Appeals, Discipline and Student Complaints casework, and to produce reports and analysis for the Division for the Student Experience Leadership Group and University Leadership Team as required.

2.2 To provide expert advice to Schools and Professional Service Departments on the effective handling of cases, and to work with Schools and Professional Services Departments to support and promote good practice in casework handling.

2.3 When investigating a case, to liaise with Professional Service Departments and Schools to ensure cross-organisational issues are identified, necessary action taken and then resolved.

2.4 To devise and deliver briefing and training sessions for University staff, University of Sussex Students Union Advice and Representation staff, and Student Representatives on good practice in casework handling at the
3. To support the Head of OSCAR in continuous improvement of OSCAR processes and procedures, and to oversee the implementation of changes.

3.1 To collate and analyse information on OSCAR processes and procedures for Academic Appeals, Discipline, Exceptional Circumstances, Student Complaints, and OIA responses, and report on their effectiveness and efficiency with a focus on the student experience.

3.2 To make recommendations to the Head of OSCAR to improve the effectiveness and efficiency of OSCAR processes and procedures in line with best practice as guided by the OIA.

3.3 To support the Head of OSCAR with the development and implementation of the University’s Student Complaint Procedures in accordance with the stipulations of the Quality Assurance Agency (QAA) and the Office of the Independent Adjudicator for Higher Education (OIA).

3.4 To manage the timely and effective implementation of agreed changes to OSCAR processes and procedures, ensuring an excellent student experience and in line with guidance from the Head of OSCAR.

3.5 To work to continuously improve processes, taking on board feedback from staff and students on OSCAR work, and implementing improvements as appropriate.

4. To work in a flexible manner, responding to the varying demands of the OSCAR portfolio.

4.1 To develop and maintain working knowledge and expertise of several elements of the OSCAR portfolio: Academic Appeals, Discipline, Exceptional Circumstances, Student Complaints (including responding to OIA reviews).

4.2 To develop and maintain the ability to contribute to the work of any of these areas at short notice.

4.3 To develop and maintain awareness of issues relating to Student Immigration Compliance (UKVI), in order to collaborate effectively with the UKVI Compliance Officer when required.

4.4 To prioritise tasks appropriately and work with colleagues to maintain awareness of likely work levels in each area throughout the academic year.

5. To undertake any other duties commensurate with the grade and level of responsibility of this post for which the post holder has the necessary experience or which can be achieved with the necessary training.

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

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<thead>
<tr>
<th>Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Proven people management skills.</td>
<td>X</td>
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<td>Ability to innovate and develop institutional policy that ensures compliance whilst avoiding excessive bureaucracy.</td>
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<td>The ability to prioritise and make decisions while working across organisational boundaries in a complex organisation.</td>
<td>X</td>
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<td>Diplomacy and persuasiveness, and the ability to influence staff at all levels.</td>
<td>X</td>
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<tr>
<td>Excellent oral and written communication skills, the ability to write concise, clear policy and procedures, good presentation skills and a confident public speaker.</td>
<td>X</td>
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<td>Ability to defend a point confidently when questioned by peers or colleagues in other areas of the University.</td>
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<td>Ability to respond positively and creatively under pressure.</td>
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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>A graduate or experience at an equivalent level.</td>
<td>X</td>
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<td>A postgraduate, legal or professional qualification.</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Specialist knowledge of academic appeals or complaint handling in a higher education institution or gained in a similar role.</td>
<td>X</td>
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<td>Demonstrable personal and professional development relevant to the role.</td>
<td>X</td>
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<tr>
<td>Knowledge and understanding of current policy and the climate in HE both nationally and internationally, along with an understanding of the regulatory issues and current challenges relevant to HE.</td>
<td>X</td>
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<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience of implementing regulations and compliance.</td>
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<td>Proven track record of managing complex processes and delivery on time.</td>
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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. | X
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Experience of working in a professional legal environment. | X
Proven record of line management capabilities. | X

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<tr>
<th>Personal Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Leadership skills with the ability to contribute positively as a team member, develop and foster teamwork in others, and ensure achievement of goals.</td>
<td>X</td>
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<td>Demonstrable service orientation together with a focus on improving the student experience.</td>
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<td>High-level interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.</td>
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<td>Ability to carry out duties with a compassionate outlook and awareness of the potentially complex issues encountered by members of the University community.</td>
<td>X</td>
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September 2020