



1. Advertisement

Post Title: Student Casework Officer

Department: Student Complaints, Conduct and Funding : Student Experience Division.

Hours: Full or part-time hours considered up to 36.5 hours per week.

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

Location: Brighton, United Kingdom

Contract: Fixed term until 01 October 2023 with potential to be made permanent.

Reference: 9934

Salary: Starting at £27,131 to £31,411 per annum

Placed on: 10 November 2022

Closing date: 07 December 2022 (Applications must be received by midnight of the closing date).

Expected interview date: to be confirmed

Expected start date: as soon as possible

Student Complaints, Conduct and Funding has an exciting opportunity for a high-performing individual to join our team. This newly formulated department shares a common aim of enhancing the student experience through effective casework and proactively seeking resolutions to the matter at hand, via our published procedures and regulations.

You will possess strong analytical and communication skills, with the capability to work with regulations and procedures. You will also have demonstrable experience at working proactively with a range of parties (internal/external), applying your skills in an environment where resolutions are being sought, ideally within a Higher Education setting. The Student Casework Officer will be responsible for responding to, monitoring and progressing assigned cases in accordance with agreed guidelines, using a risk-based approach and with sensitivity to ensure the health, safety and wellbeing of those involved are factored in all cases. The role-holder will be process driven, with a compassionate mindset, and provide high-quality administrative support in relation to the following workstreams:

- Student Complaints
- Student Discipline
- Academic Appeals (where necessary)
- Exceptional Circumstances claims (where necessary)

The role-holder will provide efficient and effective support to management in the delivery of the work in these areas, including the development of student compliance functions / policy / procedures within Student Support Services. 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.

Please contact George Carter-Jones (G.Carter-Jones@sussex.ac.uk) in the first instance 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.

The University requires that work undertaken for the University is performed from the UK.

2. The Division

Further details are located via this weblink:

<http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

3. Job Description

Post:	Student Casework Officer
Department:	Student Experience
Section/Unit/School:	Student Complaints, Conduct and Funding
Location:	Bramber House, Falmer Campus <i>Hybrid working arrangements (minimum 50% campus working and maximum of 50% home working)</i>
Grade:	5
Responsible to:	Student Casework Manager (Complaints and Conduct)
Responsible for:	n/a

Overall Purpose of the Post

The Student Casework Officer will be responsible for responding to, monitoring and progressing assigned cases in accordance with agreed guidelines, using a risk-based approach and with sensitivity to ensure the health, safety and wellbeing of those involved is factored in all cases. The role-holder will be process driven, with a compassionate mindset, and provide high-quality administrative support in relation to the following workstreams:

- Student Complaints
- Student Discipline
- Exceptional Circumstances claims (where necessary)
- Academic Appeals (where necessary)

Proactivity and a demonstrable ability to engage with a range of stakeholders both internally and externally is paramount in order to contribute to the division's objective of enhancing the student experience.

The post will provide efficient and effective support to management in the delivery of the work in these areas, including the development of student compliance functions / policy / procedures within Student Support Services. 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

- Undertake day-to-day administration of student complaints/discipline and academic appeals (where necessary) work, ensuring that cases are progressed sensitively, with a risk-based approach and with a key focus on ensuring student health, safety and wellbeing.
- Progress and review cases in accordance with published procedures, processes and regulation and support those investigating in the handling of cases.
- To support senior colleagues and wider teams in the development of fair, transparent and effective policies and procedures. This relates to student complaints/discipline and Academic Appeals (where necessary). This includes providing administrative support where necessary across these areas.
- Support colleagues carrying out investigations.
- To administer processes for Exceptional Circumstances claims (where necessary) in liaison with appropriate Academic and Professional Services staff, and students as required.
- To undertake other duties as required from time-to-time.

Specific Responsibilities

1. **Undertake day to day administration of student complaints/discipline and academic appeals (where necessary) work, 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. To provide high-quality administrative support in student complaints/discipline and academic appeals (where necessary), including drafting responses and making recommendations where required, to progress a given case as well as ensuring accurate record keeping.
 - 1.2. Receive reports and complaints and where needed draft initial risk assessments using an agreed template so that a Casework Manager can ascertain the level of risk / seriousness of a case, and consider if any initial action should be recommended.
 - 1.3. Initiate support for senior staff in the consideration and implementation of any initial actions by flagging any high-risk cases, drafting letters and reports, undertaking correspondence with parties involved, keeping a log of all communications, and any other actions as required.
 - 1.4. Proactively communicate with both parties sensitively, and in a timely way, keeping students informed of action and next steps where appropriate, and ensuring that health, safety and wellbeing is considered at all times.
 - 1.5. Support Casework Manager (s) and senior staff by proactively seeking updates on cases from internal and external sources and providing updates when appropriate throughout the duration of a case.



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2. Progress and review cases in accordance with published procedures, processes and regulation and support those investigating in the handling of cases.

- 2.1. Create case files on the guidance of the Student Casework Manager (s) when incident reports / complaints / appeals come in, and identify and collate relevant information and evidence. Support Casework Manager (s) in the identification of appropriate Investigating Officers / complaint handlers (at level 2 /3) within appropriate areas in accordance with the nature /seriousness of the case and corresponding procedure / regulation.
- 2.2. Manage communications with Investigating Officers / complaint handlers (at level 2 /3) throughout the process, ensuring they receive information on cases and briefings on procedural steps throughout the duration of cases.
- 2.3. Arrange meetings with Investigating Officers, Student Disciplinary Panels, Student Disciplinary Appeal Committees (where necessary) and meetings with complaint handlers and parties involved where necessary, including the preparation of case files for decision makers, and act as Secretary to those meetings including drafting case outcomes.
- 2.4. Co-ordinate the internal disclosure of reports and outcomes, and advise Casework Manager on cases which require disclosure to internal colleagues and external organisations, in accordance with relevant 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 procedures and regulations in these areas

3. To support the Student Casework Managers and the Head of Service and wider team in the development of fair, transparent and effective Student Complaints/Academic Appeals (where necessary) /Discipline policies and procedures, and, to provide administrative support where necessary across these areas.

- 3.1. Disseminate information and guidance on developments within the Higher Education sector in relation to these areas of work. Continuously review procedures and systems and identify and recommend improvements as necessary to meet University requirements.
- 3.2. Maintain and update a web presence that accurately reflects regulations and procedures in these areas of work to ensure 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. To support and contribute to updating policies and procedures by co-ordinating reviews, researching best practice, and providing assistance with consultations and drafting guidance.
- 3.4. 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.
- 3.5. Act as Committee Secretary to meetings as required and to take responsibility for the progression of business, development work between meetings, and the drafting and circulation of minutes as required.
- 3.6. Compile, redact and draft information required by external organisations such as the Office for the Independent Adjudicator.

4. Support colleagues carrying out investigations.

- 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 staff in relation to procedures or regulations. Provide guidance and support as required, and escalate more complex requests to the Casework Manager (s).
- 4.3. Support Casework Manager (s) in the organisation of all training and quarterly meetings for Investigating Officers and complaints / appeals related training to ensure all required training is completed before engagement in the process. Assess such events and recommend improvements for future sessions.

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

- 5.1. To administer Exceptional Circumstances claims (where necessary) notifying students of decisions and ensuring implementation of the Regulations as required

6. To undertake other duties as required from time-to-time.

- 6.1. To take personal responsibility for continuing professional development and to ensure appropriate engagement in national networks as required.
- 6.2. Some occasional evening and weekend work will be required
- 6.3. Additional duties appropriate to the grade and as required to support service delivery

4. Personal Specification

Essential Criteria (General)

1. Education to A' Level or equivalent qualification
2. Excellent interpersonal skills, including using appropriate diplomacy and persuasiveness

3. Ability to take the initiative and be pro-active.
4. 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.
5. Demonstrable experience of working in a service orientated (i.e. client/customer) environment.
6. Commitment to learn new skills and to keep abreast developments in the sector relevant to the post.

Essential Criteria (Role Specific)

7. Knowledge of regulations/procedures such as complaints, academic appeals or discipline/grievance.
8. Experience of handling complaints, academic appeals or disciplinary/grievance claims within a higher education organisation or other businesses of a regulatory/awarding nature.
9. Excellent oral and written communication skills, including the ability to write to a high standard with accuracy and detail.
10. Ability to confidently express sensitive and complex points to a range of stakeholders.
11. Good analytical skills
12. A proven track record of working collaboratively and effectively with a range of stakeholders (internal and external)
13. Ability to prioritise tasks and meet deadlines

Desirable Criteria

14. A graduate; equivalent qualification or experience
15. Experience of developing systems and business processes to improve service delivery.
16. Experience of working in a legal environment

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