



UNIVERSITY
OF SUSSEX



A. Advertisement

Post Title: Student Casework Officer

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

Hours: Part- Time hours considered up to 18.25 hours per week.

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

Contract: Permanent

Reference: 8110

Salary: Starting at £26,341 to £30,497 per annum, pro rata if part time

Placed on: 12 May 2022

Closing date: 30 May 2022. Applications must be received by midnight of the closing date.

Expected Interview date: TBC

Expected start date: TBC

The Student Complaints, Conduct and Funding Team is excited to offer an opportunity for a professional to join our team of caseworkers. 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, applying your skills in an environment where resolutions are being sought, ideally within a Higher Education setting.

This role offers you the opportunity to make a real impact and to contribute to a high-performing team. Your proactivity and experience of engaging with a range of stakeholders will play a key role in contributing to the division's objective of enhancing the student experience.

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 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)

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.

Consequently, the role-holder will provide efficient and effective support to the Student Casework Manager in the delivery of the work and 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 working relationships include the Deputy Director (Student Experience), the Director for the Student Experience, Student Life Centre, Student Support Unit and School Staff (particularly School Directors of Student Experience and Directors of Teaching and Learning).

The Student Casework Officer will report to the Student Casework Manager (Complaints and Conduct). They will be part of a wider team supporting the Head of Service.

Please contact Joseph Mullin (j.mullin@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.

B. The School / Division

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

Job Description

Post:	Student Casework Officer
Department:	Student Experience
Section/Unit/School:	Student Complaints, Conduct and Funding
Location:	Bramber House
Grade:	5
Responsible to:	Student Casework Manager (Complaints and Conduct)
Responsible for:	n/a

Job Purpose:

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

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.

Consequently, the role-holder will provide efficient and effective support to the Student Casework Manager in the delivery of the work and 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

1. Undertake day to day administration of Student Complaints/Discipline work, ensuring that cases are progressed sensitively, with a risk-based approach and with a key focus on ensuring student health, safety and wellbeing
2. Progress and review cases in accordance with published procedures, processes and regulation and support those investigating in the handling of cases.
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 relevant) /Discipline policies and procedures, and, to provide administrative support where necessary across these areas.

4. Support colleagues carrying out investigations.
 5. To administer processes for Exceptional Circumstances claims (where necessary) in liaison with appropriate Academic and Professional Services staff, and students as required.
 6. To undertake other duties as required from time-to-time.
1. **Undertake day to day administration of Student Complaints/Academic Appeals (where necessary)/Discipline work, ensuring that cases are progressed sensitively, with a risk-based approach and with a key focus on ensuring student health, safety and wellbeing**
 - To provide high-quality administrative support in Student Complaints/Academic Appeals/Discipline casework, including drafting responses and making recommendations where required, to progress a given case as well as ensuring accurate record keeping.
 - 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.
 - 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.
 - 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.
 - 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.
 2. **Progress and review cases in accordance with published procedures, processes and regulation and support those investigating in the handling of cases.**
 - Create case files on the guidance of the Student Casework Manager 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.

- 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.
 - Arrange disciplinary 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.
 - 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.
 - 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.
 - Undertake all of the above in a timely manner, and with due consideration for privacy and confidentiality.
 - 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.**
- 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.
 - 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.
 - To support and contribute to updating policies and procedures by co-ordinating reviews, researching best practice, and providing assistance with consultations and drafting guidance.
 - 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.
 - 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.

- Compile, redact and draft information required by external organisations such as the Office for the Independent Adjudicator.
4. **Support colleagues carrying out investigations.**
- Maintain the list of Investigating Officers and relevant information relating to training and case involvement.
 - 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).
 - 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.**
- 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.**
- To take personal responsibility for continuing professional development and to ensure appropriate engagement in national networks as required.
 - Some occasional evening and weekend work will be required
 - Additional duties appropriate to the grade and as required to support service delivery

D. Person Specification

1. Skills and Abilities

	Essential	Desirable
Experience of developing systems and business processes to improve service delivery.	X	
Excellent interpersonal and customer service skills, diplomacy and persuasiveness.	X	
Excellent oral and written communication skills, the ability to write to a high standard of accuracy and detail.	X	
Ability to confidently express sensitive and complex points to peers and members of School / Division management.	X	
Good analytical skills.	X	

2. Knowledge

	Essential	Desirable
Education to A'Level or equivalent qualification	X	
A graduate; equivalent qualification or experience		X
Knowledge of university regulations/procedures such as complaints, appeals or discipline.	X	
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.	X	

3. Experience

	Essential	Desirable
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	X	
Experience of dealing with student complaints, appeals or disciplinary claims in a higher education or further education environment	X	
Experience of working in a legal environment		X

4. Personal Attributes

	Essential	Desirable
Ability to take the initiative and be pro-active	X	
Ability to prioritise tasks and meet deadlines.	X	
Demonstrable service orientation together with a "client/customer" focus.	X	
Commitment to learn new skills and to keep abreast developments in the sector relevant to the post.	X	
Good interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.	X	