

Academic Appeals Manager – Academic Registry – Grade G

Job Description

Purpose

To be responsible for overseeing and managing the operation of the University's academic appeals process. This role ensures that all appeals are handled fairly, consistently, and in accordance with institutional policies and regulatory requirements. The postholder will serve as the primary point of contact for students, academics, and professional services colleagues, regarding academic appeals, and will work to promote transparency, equity, and timely resolution of cases.

Duties

1. To manage the Academic Appeals team that coordinate and operationalises the end-to-end academic appeals process.
2. To ensure team compliance with University regulations, policies, and external quality assurance frameworks.
3. Ensure that accurate records and documentation of all appeal cases is managed appropriately during and following the conclusion of an Academic Appeal case.
4. To liaise with appropriate stakeholders to navigate Academic Appeals, coordinated with other University policies and procedures, including Academic Misconduct, Mitigating Circumstances, Complaints, Fitness to Practice.
5. Engage with the appropriate stakeholders and organise the review and update of Academic Appeal policies and procedures.
6. Provide guidance and training to on appeal processes and best practices.
7. Ensure that the team provide clear, compassionate, and timely communication to students regarding their rights, responsibilities, and appeal outcomes.
8. Monitor trends in appeal cases and prepare regular reports for senior leadership and committees.
9. Identify areas for improvement and recommend policy or procedural changes.
10. Support academic appeal panels and hearings.
11. Take an operational lead on the communication and develop training on Academic Appeals. Including where necessary specific roles such as panel hearing members as well as wider awareness raising and understanding Academic Appeals.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Undergraduate degree or equivalent experiential learning relevant to the role (Application).
- Experience in case management or academic administration (Application/Interview).
- Strong understanding of higher education regulations and academic policies (Application/Interview).
- Excellent communication, organisational, and interpersonal skills (Application/Interview).
- High level of integrity and confidentiality (Application/Interview).
- Ability to manage sensitive and complex cases with empathy and professionalism (Application/Interview).
- Strong analytical and problem-solving skills (Application/Interview).
- Ability to work independently and collaboratively across departments (Application/Interview).
- Proficiency in using case management systems and Microsoft Office Suite (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- A postgraduate qualification or professional qualification in a relevant field (Application).
- Experience working in a university or similar educational institution (Application/Interview).
- Familiarity with student support systems and legal aspects of academic appeals (Application/Interview).