

## Student Caseworker – Academic Registry – Grade E

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### Job Description

#### Purpose

To deliver a high-quality administrative service in relation to the student-facing procedures managed by the Student Casework Team within Academic Registry, particularly the Student Complaints, Academic Appeals, Student Conduct, Academic Misconduct and Fitness to Practise Procedures which form part of the Student Contract.

#### Duties

1. Support the management of Student Casework cases under the University policies and procedures inclusive of student complaints, academic appeals, student discipline, academic misconduct and fitness to practise cases and appeals/review of other policies and procedures such as Support to Study and Mitigating Circumstances.
2. Update and maintain accurate student case files, documents and records in relation to student cases for Student Casework policies and procedures including extracting and presenting data for reporting purposes to the University and Academic Board and its sub-committees and responding to FoI and DSAR requests.
3. Undertake the processing of information for all aspects of Student Casework, including the preparation of case summaries, evidence bundles and management of correspondence inclusive of inbox management and telephone calls.
4. Support Student Casework cases including student meetings, investigations and hearings in relation to Student Casework procedures, by the preparation of agendas, minutes/justification documents, letters and correspondence within procedural timeframes.
5. Provide advice on Student Casework managed policies and procedures to students and staff and assert confidence in operating within them.
6. Liaise with academic staff, service areas, partner institutions and external agencies such as the OIA in relation to Student Cases to ensure information about student cases is accurately maintained in accordance with internal and external procedural and reporting requirements.
7. Communicate with staff, students and external stakeholders in writing and verbally, always providing a stakeholder-focused service and compassionate communications for students.

8. Support creation and delivery of training materials for staff involved in Student Casework and make reasonable adjustments for students in Student Casework procedures.
9. Adhere to internal policies and procedures, legislation and regulations on data protection and GDPR, freedom of information, equality, diversity and safeguarding, intellectual property rights and always maintain standards of security and confidentiality of information and cases.
10. With regards to the nature of your role and its impact upon our students, ensure a compassionate communication approach towards students, especially at difficult times in their student journey, and signpost or refer students to appropriate services and support where required
11. An ability to work flexibly is essential to ensure current and future business needs are met. This may include providing support for key University events such as open/applicant days, registration, graduation interviews/auditions as required. On occasion work outside of the core business hours may be required. contribution to and support the improvement of the student experience.
12. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Demonstrable experience of current administrative practices and processes in a busy office environment (Application/Interview).
- Evidence of organising, updating and maintaining accurate student records and information and administering student-facing procedures (Application/Interview).
- Experience of providing procedural advice and working in a compliance or regulatory environment (Application/Interview).
- Experience of communication skills and information management; quickly assimilating and analysing complex written and verbal communication, producing accurate, timely case documents, including meeting minutes case bundles and maintaining accurate case files. (Application/Interview).
- Experience of working in an environment providing professional services, with a high degree of customer contact and demonstrating high levels of personal resilience (Application/Interview).

- A range of GCSEs, including English Language and Maths at Grade C/4 or above, or appropriate equivalent experiential learning (Application).
- Excellent IT skills, particularly the Microsoft Office suite of packages, including the ability to use databases effectively to input, extract and manipulate information (Application/Interview).
- Excellent organisational skills and the ability to work consistently in a high-pressure environment, prioritise work and meet deadlines (Application/Interview).
- Demonstrable evidence of cross functional team working and being adaptable to changing circumstances (Application/Interview).
- Evidence of dealing with sensitive and confidential matters with diplomacy including an awareness of GDPR (Application/Interview).
- Evidence of working unsupervised and being an effective member of a high performing team with a flexible and collaborative approach (Application/Interview).
- Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility (Application/Interview).
- Ability to work effectively within professional competencies and understanding when to defer to other team members (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)**

- Experience in a further or higher education environment (Application/Interview).
- Student records experience (Application/Interview).
- A Level qualifications (Application).