

# UNIVERSITY OF FORWARD THINKING WESTMINSTER<sup>⌘</sup>

*This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.*

**Job title:** Student Appeals, Complaints and Misconduct Caseworker

**Grade:** NG4

**Reports to:** Academic Standards Manager

**Department:** Academic Registrars Department

**Purpose:**

The post holder is responsible, as part of a team of Caseworkers, for the professional and timely administration of student casework relating to academic appeals, student complaints, student discipline, academic misconduct and fitness to practise. This will include interpreting and applying complex regulations and procedures, corresponding with students and their representatives (including lawyers), making determinations as provided for by the regulations, and convening and supporting hearings and panels (including the provision of expert advice and guidance). A critical aspect of this work is the drafting of outcome letters (including Completion of Procedures letters), which will require the synthesising of complex issues and arguments into comprehensive and clearly articulated rationales for decisions.

**Principal accountabilities:**

1. To be responsible for undertaking investigations into alleged assessment offences in strict accordance with the procedures set out in the University's Handbook of Academic Regulations and liaise directly with academic and administrative colleagues in Colleges in evaluation of the evidence in each case in order to determine the appropriate penalty and the impact of that penalty on the Student Record.
2. To provide secretariat support for a range of student misconduct investigation meetings to include arranging the meetings, providing background documentation and evidence to attendees, producing an accurate record of the discussions and outcome of the meeting and communicating the outcome to the student and other University offices, ensuring timely and consistent application of the University academic regulations and Student Conduct
3. To undertake the investigation of alleged breaches of the Student Code of Conduct and the enactment of the Student Disciplinary procedures, collating

- information and contributing to its evaluation, in liaison with senior academic staff and senior College Administration staff.
4. To collate information related to student complaints in liaison with senior academic staff and senior College Administration staff and ensure that complaints are investigated, and students are informed of progress.
  5. To support the investigation of student academic appeals, collating information and liaising with senior academic staff and senior College Administration staff and ensuring that students are kept apprised of progress.
  6. To provide support and advice to academic staff undertaking investigations with respect to student casework.
  7. To provide statistical reports to Colleges, University Committees and other Professional Service departments (for example in response to Freedom of Information requests) on student casework, as part of annual reports on the procedures or to contribute to other quality assurance processes, identifying any trends in the data and providing feedback for enhancement purposes and sharing of good practice in handling student casework.
  8. To contribute to the regular review and updating of the student casework procedures and the academic regulations to ensure that they remain fit for purpose.
  9. To effectively manage a high volume, complex caseload, ensuring confidentiality and accuracy in record keeping, handling internal and external mail, dealing in a timely and courteous manner with email and telephone calls from students, conducting individual interviews with students, and maintain up-to-date tracking of communications, accurate recording of Student Records System data, drafting correspondence, ensuring timely responses, and archiving communications.
  10. To act as the representative of the Academic Registrar in College Mitigating Circumstances processes, to ensure the consistent application of the University's academic regulations.
  11. To develop and maintain effective confidential student casework filing systems in accordance with best practice in records retention and in accordance with Data Protection requirements in respect of student records.
  12. To actively demonstrate a collegiate style of working across the Office, encouraging partnership working with Colleges, other Professional Service departments and students

13. Any other duties within the competence of the postholder that may be assigned by the Academic Standards Manager.

**Context:**

The Quality and Standards Office leads the development of the University's Quality Assurance Framework and the Academic Regulations and associated policies and strategies on behalf of Academic Council for taught course and research provision including that delivered by partner institutions on behalf of the University.

The University of Westminster has an established Quality Assurance Framework which is regularly reviewed and updated to ensure that it is fit for purpose to meet the needs of the University and the expectations of external professional statutory, regulatory and auditing bodies. The implementation of the QA Framework is supported by the quality and standards office working with key academic and professional support staff in the Colleges and other Professional Service departments to safeguard the quality and academic standards of the University's awards and deliver quality enhancements to the experience of all students on University of Westminster awards.

The office works closely with academic staff in Colleges and with Professional Support Staff to ensure that there is understanding of the requirements of the University's quality assurance and regulatory framework and that there is an effective engagement and consistent implementation of the framework and the academic regulations.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

**Dimensions**

The post-holder is expected to travel between University sites on a regular basis

The post-holder will be required to engage in occasional national travel as and when required.

The post-holder will be Committee Secretary and may be expected to represent the Deputy Registrar, Quality & Standards on the membership of College Committees.

The post-holder holds no budgetary responsibilities.

At certain busy times of the year (for example during enrolment, examination, assessment, graduation and course modification periods), it may be necessary for ARD staff to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD staff may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the role holder's job description.

**Key Relationships**

Heads of College  
Heads of Schools  
Associate Heads of Colleges  
Course and Module Leaders Campus  
Registry Managers  
College Academic Administration Officers  
Disability Services Team  
UWSU: Sabbatical Officers and the Advice Team

**Person specification:**

**Qualifications**

<b>Essential</b>	<b>Desirable</b>
A good Honours degree or demonstrable equivalence of analytical and problem-solving ability.	Legal or paralegal training

**Knowledge and Experience**

<b>Essential</b>	<b>Desirable</b>
<p>Experience of the academic life-cycle in a University</p> <p>Knowledge and experience of applying University-level academic regulations and Student Code of Conduct</p> <p>Experience of working in a team</p> <p>High standard of numeracy and literacy.</p> <p>Experience of working in an administrative position</p>	<p>Knowledge of University structures, UK Government policies in education, external agency and legislative requirements relating to the assessment of students</p> <p>Knowledge of the Quality Assurance Agency (QAA) requirements, guidance and procedures relating to the assessment of students</p> <p>Knowledge of the work of the Office of the Independent Adjudicator for Higher Education</p> <p>Experience of data entry onto a Student Record System</p> <p>Data handling in accordance with the Data Protection Act</p>

**Aptitudes and abilities**

<b>Essential</b>	<b>Desirable</b>
<p>Good oral and written communication skills.</p> <p>Highly IT literate with excellent MS Office Skills</p> <p>The ability to work independently, using initiative, and adapting to different working situations</p> <p>The ability to articulate complex procedures and regulations in a manner which is clear and concise</p> <p>Attention to detail and the ability to prioritise workload to meet tight timescales</p>	

**Personal Attributes**

<b>Essential</b>	<b>Desirable</b>
<p>Integrity and independence of judgement and a balanced approach to complex issues</p> <p>The ability to work independently and as part of a team</p> <p>Ability to handle difficult and/or potentially sensitive information in confidence</p> <p>A commitment to high service standards for students and a professional communication style</p> <p>Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.</p>	