

SECTION A: THE ROLE	
Job Title:	Student Casework Manager
Institute/Service:	Academic Registry
Job Grade:	Grade 08
Job Family:	Services
Job Location:	Lancaster or Carlisle
Responsible To:	Pro Vice Chancellor (Student Journey and Academic Registrar)
Responsible For:	Student Casework Officer
Role Purpose:	
<p>The Student Casework Manager will lead and manage the development, organisation and operation of the University's student complaint and disciplinary policies and procedures, including student suspension.</p> <p>The role holder provides expertise and leadership of the University's student complaint and disciplinary functions. Drawing on external best practice and professional networks the Student Casework Manager will review, plan and manage, effective administration through a continuous improvement approach to deliver high quality services to our students, in sensitive and complex circumstances,</p> <p>The Student Casework Manager will ensure effective working relationships and communication between the Student Casework team and academic institutes, other professional services including other Academic Registry teams, as well as external agencies, including the Office of the Independent Adjudicator (OIA). They will support senior colleagues with any legal activity associated with these student procedures and coordinate a regular programme of development and briefings for staff.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	<p>Regulatory Compliance</p> <p>To lead the development and implementation of the University's centralised student complaint and disciplinary policies and procedures and in accordance with relevant external bodies and agencies including OfS, OIA, QAA and any other appropriate agencies identified. Ensuring accurate reporting of records both internally and externally as required of all student complaint and disciplinary related outcomes including on Equality, Diversity and Inclusion matters. Act as the institutional point of contact with the OIA.</p>
2.	<p>Process and System Management</p> <p>To manage develop and deliver systems and processes to support all student casework related processes to ensure an excellent and consistent application of processes. Work collaboratively with colleagues within the Academic Registry and academic institutes to ensure system development is fit for purpose and delivers efficiencies and enhanced ways of working for both professional services and academic colleagues whilst providing enhanced information and engagement for students.</p>
3.	<p>Planning and Organising</p> <p>To lead and manage the effective and efficient delivery of all student complaint and disciplinary processes including collating responses to complaints taken to the OIA as well as supporting any referral for legal support for these procedures. Engage in all appropriate review and development activity contributing</p>

	knowledge and expertise of student complaint and disciplinary policies and procedures. Project manage activities to facilitate major service or operational changes.
4.	Customer Service To provide expert advice to a variety of customers on a university wide and external basis. Ensure a customer focused approach within the Student Casework Team. Drive customer focused reviews to ensure the design and delivery of innovative customer solutions. Apply expertise and use judgement to make decisions where solutions are not obvious, to meet customer requirements.
5.	People Management To lead and motivate staff to achieve University and team activities and goals. Provide specialist guidance and support to team members that will involve mentoring, training and identifying development needs for others.
6.	Corporate To support the Academic Registry's compliance with the procedures of the University's QA systems. Support and actively promote a commitment to the University's policies and procedures including those related to Equality, Diversity and Inclusion and Health and Safety. Support and actively promote the values, beliefs and expected behaviours of the University.

Additional Information:

You will on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 8 Role Title: Student Casework Manager	Essential / Desirable	To be identified by:
<p>Qualifications Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.</p> <p>Professional qualification or membership of professional body (or equivalent experience).</p>	<p>Essential</p> <p>Essential</p>	<p>Application Form</p> <p>Application Form</p>
<p>Experience Previous experience of dealing with HE student casework administrative and information management systems and understanding of the relevant terminology.</p> <p>Demonstrable experience and understanding of student caseload and relevant internal and external regulatory and compliance frameworks to provide expert authority and advice.</p> <p>Significant experience of developing and implementing policies and processes related to caseload.</p> <p>Experience of resource and change management including staffing and budgets.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Supporting Statement/ Interview</p> <p>Application Form/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Application Form/ Interview</p>
<p>Knowledge, skills and abilities Management skills to lead a diverse team, or significant service or operational facility.</p> <p>Authoritative knowledge of Student Casework (policy, systems, services, work practices, processes, etc) and understanding of broader areas and issues (regulations, legislation, and national codes of practice, and implications of non-compliance, etc).</p> <p>Ability to design, develop and deliver different aspects of work from inception to completion (eg relating to strategy and policy, and University-wide/external projects).</p> <p>Ability to initiate and lead networks on behalf of the Service or University; to negotiate and manage contracts with customers, key external contacts and service providers on behalf of the Service and University.</p> <p>Ability to analyse and solve problems of a complex nature and think strategically, eg when making decisions and formulating policy</p> <p>Ability to take a lead in the development and improvement of services and present concepts and complex material to a range of audiences.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Supporting Statement/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Supporting Statement/ Interview</p>

<p>Understanding of relevant planning and budgeting processes and the ability to control budgets and contracts for goods and services.</p>	<p>Essential</p>	<p>Application Form/ Interview</p>
<p>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites.</p>	<p>Essential</p>	<p>Supporting Statement/ Interview</p>
<p>Professional approach to work and work colleagues and an ability to work independently and show initiative.</p>	<p>Essential</p>	<p>Interview</p>
<p>Other Commitment to the Strategic Plan of the University especially in relation to equality of opportunity at work, a healthy and safe working environment and the expected behaviours of an effective Leader.</p>	<p>Essential</p>	<p>Interview</p>
<p>Demonstrable commitment to equality of opportunity at work.</p>	<p>Essential</p>	<p>Interview</p>