

SECTION A: THE ROLE	
Job Title:	Student Casework Officer
Institute/Service:	Academic Registry (Quality and Standards)
Job Grade:	Grade 06
Job Family:	Services
Job Location:	Lancaster
Responsible To:	Student Casework Manager
Role Purpose:	
<p>To provide advice, guidance and administrative support for the University's Complaints Procedures, in line with University requirements, ensuring a high quality service in sensitive and complex circumstances, and supporting compliance with external regulatory requirements. Additionally contributing to wider Student Casework activities, including providing advice to staff responsible for managing Student Disciplinary, Fitness to Practice/Study, and Precautionary Measures and Student Suspension Procedures.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	Provide day-to-day support for the University's student complaint processes. This will include undertaking eligibility assessments and managing complaint submissions, in line with the policy and procedure, supporting compliance with external legislation and regulation. Ensuring that all required timescales are adhered to is a key focus.
2.	Support the Student Casework Manager in the collation of student case files for submission to the Office of the Independent Adjudicator, and draft Completion of Procedures letters, ensuring that all casefiles have all required documentation and that evidence is stored appropriately.
3.	Maintain and monitor data and report on student casework issues and trends for the purpose of updating and informing University developments within student casework. This will include contributing to Annual Reports on Casework and improving in-year reporting to enable to in-year learning and improvement.
4.	Provide advice and guidance on wider Student Casework procedures including the Student Disciplinary Procedure, Student Progress Review Policy and Procedure, Fitness to Study Policy and Procedure, Precautionary Measures and Student Suspension Procedure and Fitness to Practise Policy. This may include providing support for reviews or appeals against outcomes through these processes.
5.	Conduct high-quality communications and advice and guidance to all key stakeholders at all levels of the University whilst building and maintaining effective working relationships. This will include organising and maintaining all core communications with students to ensure high-quality advice and guidance in sensitive and complex circumstances, and contributing to training for staff involved in student casework.
6.	Participate in the review and development of all student casework procedures and lead on resulting implementation where applicable.

Additional Information:

You may 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 6 Role Title: Student Casework Officer	Essential/ Desirable	To be identified by:
<p>Qualifications Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.</p> <p>Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.</p>	<p>Essential</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p>
<p>Experience Previous experience in a relevant role dealing with administrative and customer service.</p> <p>Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.</p>	<p>Essential</p> <p>Essential</p>	<p>Supporting Statement/ Interview</p> <p>Supporting Statement/Interview</p>
<p>Knowledge, skills and abilities Experience of handling casework in accordance with legislation, regulations, policies and/or procedures.</p> <p>Skills to organise resources, plan and progress work activities, and implement improvements within own area of work, using initiative and judgement with limited recourse to others.</p> <p>Skills to research, collate and edit material for inclusion in reports/other documents.</p> <p>Well-developed analytical/problem solving capability to perform detailed analysis of information and identify issues to support decision making.</p> <p>Ability to provide detailed guidance and instruction to develop the knowledge and skills of others.</p> <p>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology and development and maintenance of websites eg Office 365.</p> <p>Professional approach to work and work colleagues and an ability to work independently and show initiative.</p>	<p>Essential</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>Interview</p> <p>Supporting Statement/Interview</p> <p>Supporting Statement/Interview</p> <p>Interview</p> <p>Supporting Statement/Interview</p> <p>Interview</p>
<p>Other Commitment to the strategic plan and values of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.</p>	<p>Essential</p>	<p>Interview</p>