

Job Description

Post/Job Title:	Student Casework Manager
Reference:	
Faculty/Professional Service:	Academic Services
Group/Section:	Student Casework
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods, and some evening and weekend work may be required to support specific activities.</i>
Grade:	8
Accountable to:	Head of Academic Quality
Responsible for:	Senior Student Casework Officers & Student Casework Officers
Special Conditions:	As this role comes has contact with apprentices, the postholder must be familiar with our Safeguarding Policy and, at all times comply, with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training. As such, it is an offence to apply for and perform this role if a person is barred from engaging in regulated activity under the Safeguarding Vulnerable Groups Act 2006.

Job Purpose

Lead and manage the policies, procedures and systems for handling the management of student casework, including appeals, complaints, academic offences and other student-facing processes that could lead to an Office of the Independent Adjudicator (OIA) outcome. Ensuring that there is strict adherence to the University's regulations and procedures in all areas of student casework whilst offering a high level of customer service to staff and students.

Support the Head of Academic Quality in liaising with the OIA and in ensuring their timelines are met when dealing with all cases.

Main Responsibilities

1. Act as the University's operational Point of Contact with the Office of the Independent Adjudicator, preparing University responses, meeting appropriate deadlines and undertaking follow-up action as required, in own area of work.
2. Lead the development, implementation and review of relevant regulations, policies, procedures and operational processes. Provide authoritative expert advice, guidance and support to BU and partner staff on these and on other relevant sector and regulatory requirements.
3. Line manage staff in the Student Casework team, including the recruitment and induction of new staff, allocating workload priorities conducting appraisals, managing performance issues, and identifying, developing and supporting appropriate staff development.

4. Ensure that all cases are handled within regulatory timelines and in line with the university's policy and procedures, and that all correspondence sent meets high standards of professional communication, is clear and concise and easy for students to understand.
5. Ensure that there is a clear framework and supporting guidance in place to enable staff to effectively undertake their duties relating to student casework.
6. Liaise where necessary with the Legal team on potential claims against the university, exercising judgment as to when they should be involved.
7. Ensure that records of all cases are maintained and kept up to date on shared and secure storage locations.
8. Promote the work of the office through briefings and meetings with professional service and academic staff.
9. Take a decision-making role or act as panel member where appropriate on any matters relating to student case work.
10. Compile management information and reports and brief senior colleagues/university committees on trends and patterns in student casework, making recommendations on changes to policy or practice.
11. Deliver training to staff in the wider university on all aspects of student casework activity.
12. Ensure that team resources are managed so that there is sufficient cover to meet internal and external deadlines and that immediate advice is always available within normal working hours.
13. Take the lead in ensuring that public facing information is accurate and up to date and that it is easy for students and others to access information about student casework.
14. Manage the response to all FOI requests, and coordinate the work required across the team in a timely manner.
15. Lead, and participate in, university committees, working groups and project teams as required, ensuring two-way communication and liaison, acting as a representative of Academic Services across the university.
16. As a member of the Academic Services Management Team, contribute to the development and delivery of Academic Services' strategic plans.
17. To contribute to the continuous improvement of Academic Services by identifying opportunities for process enhancements, to contribute to the development of performance measures and to regularly monitor performance against agreed standards.
18. Attend regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the university.
19. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
20. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
21. Any other duties that may reasonably be required by senior managers in Academic Services.

Contacts

- Internal:** All levels of staff across Faculties and Professional Services, including Academic Quality and other Academic Services colleagues, Associate Deans, Deans, Heads of School.
- External:** Professional, Statutory and Regulatory Bodies, sector agencies and organisations, the Office for Students, the Office of the Independent Adjudicator, partners in the UK and overseas

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

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SELECTION CRITERIA		Essential/ Desirable

Knowledge (including experience & qualifications)		
A degree or equivalent qualification or relevant professional experience		E
Demonstrable knowledge and experience of HE student casework and relevant internal and external regulatory frameworks, and ability to provide expert authoritative advice and guidance		E
Line management and leadership experience in a similar HE context including recruitment, induction, appraisal and performance management		E
Experience of providing operational advice in relation to policy and process and contributing to continuous improvement, within a team and across teams		E
Ability to interpret and apply complex regulations and policies, and formulate appropriate actions and outcomes		E
Experience of the Higher Education sector, in particular policy and current thinking around student wellbeing and impact on student casework		D
Experience of managing complex cases and leading effective resolution.		E
Understand confidentiality and the requirements of the Data Protection Act and GDPR		E
Significant experience of developing and implementing policies, and system or process improvements in a similar HE environment		E
Skills		
Personal resilience in dealing with challenging situations		E
Excellent organisational skills and ability to prioritise and manage own workload whilst working accurately to tight deadlines		E
Strong negotiating skills and ability to influence staff and students as needed		E
The ability to work independently and show initiative		E
The ability to multitask daily and manage several cases and projects concurrently		E
Well-developed verbal, presentation and written communication skills		E
Excellent statistical, analytical and report writing skills		E
Capacity to absorb and explain complex information		E
Excellent IT skills, including use of Microsoft Office packages		E
Excellent team leadership and the ability to manage team and individual performance		E
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders		E
Ability to quickly assimilate complex information and provide expert opinion or specialist advice		E
Excellent written and verbal communication skills with an ability to write reports and present complex information in a concise and understandable manner		E
Demonstrable ability to manage, understand and interpret complex processes and/or regulations and explain these to a wide variety of users in an effective way		E
Demonstrable proficiency in using data to produce and analyse reports		E
Attributes		
Discretion, tact and diplomacy in difficult situations		E
Willingness to work flexibly as required		E
Ability to build and maintain excellent working relationships with staff at all levels within the University		E
Ability to work effectively as part of a team		E

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SELECTION CRITERIA		Essential/ Desirable
Excellent attention to detail		E
Positive attitude towards safeguarding		E
Communicating vision clearly and enthusiastically to inspire and motivate others		E
A demonstrable commitment to service excellence, continuous service improvement		E
Highly organised approach with the ability to plan and prioritise workload and consistently meet objectives and success criteria		E
Ability and willingness to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.		E
Ability to develop and maintain professional relationships of respect, trust and support with staff and students		E
Demonstrable resilience, able to keep calm under pressure, deal with difficult situations and apply a logical approach to problem solving		E
Demonstrable ability to adjust to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.		E
A methodical approach to process; an aptitude for accuracy and attention to detail		E
Showing commitment to personal development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.		E