

<b>Post/Job Title:</b>	<b>Conduct Advisor (Part-Time)</b>
<b>Ref:</b>	<b>689</b>
<b>Location/Building:</b>	<b>Any University Building</b>
<b>Faculty/Professional Service:</b>	<b>Student Services</b>
<b>Normal hours per week:</b>	<b>30</b>
<b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b>	
<b>Accountable to:</b>	<b>Conduct Manager</b>

**Job Purpose**

The Student Conduct Advisor provides high-quality operational support for the management of student disciplinary and Fitness to Practise (FtP) processes. The role ensures that cases are handled efficiently, fairly, and in accordance with university regulations, legal requirements, and professional body standards.

The post holder plays a vital role in supporting students and staff through complex and sensitive processes, ensuring professionalism, compassion, consistency, and procedural integrity.

**Main Responsibilities****Student Conduct Casework**

1. Act as the central first point of contact to provide information and advice to staff and students regarding the policies and procedures falling within the remit of this role, providing guidance on their application.
2. Triage referrals into the Complaints and Conduct Team, assess whether the case should be accepted by the team or referred to another internal or external service, and progress referral accordingly.
3. Manage allocated student conduct cases from initial referral through to outcome, under the supervision of the Student Conduct Manager.
4. Conduct investigations into alleged breaches of university regulations, including gathering evidence, interviewing students and staff, and preparing investigation reports.
5. Maintain accurate and confidential case records in line with GDPR and data protection requirements.

### Fitness to Practise Case Management

6. Support the Associate Dean (HEMS) with issues relating to Fitness to Practise, liaising with students who are subject to fitness to practise proceedings, setting up meetings and gathering information to inform decision making, arranging and supporting fitness to practice initial reviews.
7. Support the management of Fitness to Practise cases for students on professionally accredited programmes.
8. Act as a key point of contact for students involved in conduct and FtP processes, providing clear procedural guidance, reassurance, and signposting to support services.
9. Coordinate FtP investigations, and initial review meetings, including scheduling, documentation, and communications.
10. Liaise with academic faculties, placement providers, professional bodies, and external agencies where appropriate.
11. Maintain accurate records in line with professional and regulatory standards.

### Student Support and Guidance

12. Act as a key point of contact for students involved in conduct and FtP processes, providing clear procedural guidance, reassurance, and signposting to support services.
13. Ensure communication is professional, empathetic, and clear at all stages of the process.
14. Support students in understanding regulations, procedures, timelines, and possible outcomes.

### Administrative and Operational Support

15. Provide high-quality administrative support for conduct and FtP processes, including initial review arrangements, minute taking, evidence collation, and outcome recording.
16. Contribute to process improvements and service development initiatives.

### Policy and Compliance

17. Apply university regulations, policies, and procedures consistently and accurately.
18. Ensure compliance with Equality Act 2010, GDPR, safeguarding obligations, and relevant regulatory frameworks.
19. Escalate complex, high-risk, or safeguarding concerns to the Conduct Manager promptly.

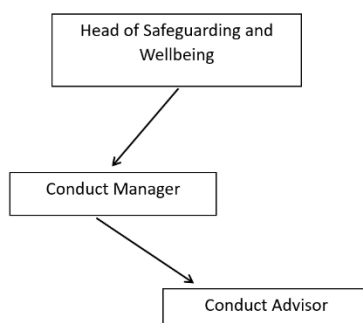
### Stakeholder engagement

20. Build effective working relationships with internal colleagues including academic staff, student support services, safeguarding team, Students' Union and external agencies such as police, probation.
21. Provide procedural advice and guidance to staff and student representatives.
22. Respond to requests from the OIA for information about cases falling within the remit of the role, collate information and files for submission as required.
23. Respond to Freedom of Information requests related to student conduct and fitness to practice.
24. Collate and analyse data, producing reports as required.
25. At all times maintaining appropriate levels of confidentiality, working within the requirements of the Data Protection Act and the University's Confidentiality policy.

### Other

26. Keep abreast of internal and external developments to ensure that the policies falling within the remit of the role remain up to date and comply with sector guidance and best practice.
27. Be an active member of Student Services, participating in cross-department and university activities as required.
28. Undertake any other reasonable duties required by the Director of Student Services, Head of Safeguarding and Wellbeing or Conduct Manager.

### **29. Organisation Chart**



### **Dimensions**

No line management or budgetary responsibilities.

### **Contacts**

#### **Internal:**

BU staff at all levels, students, parents, professional bodies, staff in professional practise organisations, SUBU

#### **External:**

OIA, Police.

### **Challenges**

- Ensuring that the policies falling within the remit of the role are well publicised and easy to access.
- Ensuring deadlines are adhered to at even the most pressured times.
- Remaining professional and courteous at all times even in challenging situations and when dealing with difficult people.
- Managing and responding to potentially distressing information.

### **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**

NB:

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.

**April 2026**



## Person Specification

Post / Job Title: Conduct Adviser (Part-Time)	Post No: TBC
Faculty / Service: Student Services	Date: April 2026
<b>SELECTION CRITERIA</b>	<b>Essential / Desirable</b>
<b>Knowledge (including experience &amp; qualifications)</b>	
Honours degree or equivalent education or work experience	E
An understanding of appeals, complaints and student disciplinary processes or similar	E
An understanding of HE assessment regulations	D
Previous experience in a complaints handling, customer services or similar service environment	E
Experience of resolving issues by mediation	D
Evidence of providing a professional, customer-focused service	E
Experience of providing secretarial support and procedural advice to meetings and/or panels	E
Understanding of HE Law as it relates to the HEI/ student relationship	D
Experience of report writing	E
Experience of using data to produce analytical reports	E
<b>Skills</b>	
Highly developed interpersonal, negotiation, influencing and communication skills: ability to interact effectively with a range of stakeholders including staff at all levels, students and external organizations	E
Ability to take accurate and appropriately detailed minutes	E
Excellent analytical skills	E
Excellent organisational skills including the ability to arrange and organise meetings	E
<b>Attributes</b>	
Ability to work within procedural boundaries whilst still demonstrable service excellence approach	E
Proactive and self-motivated with the ability to work under pressure and to tight deadlines	E
Attention to detail/accuracy	E
Flexible approach to work	E
Competent IT skills	E