

Job Description

Post/Job Title:	Student Casework Officer
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:	4
Accountable to:	Student Casework Manager
Accountable for:	N/A
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

To organise and coordinate administration relating to student casework, ensuring all paperwork is managed promptly and fairly, in accordance with the university processes and procedures, including appeals, complaints, academic offences and other student-facing processes that could lead to an Office of the Independent Adjudicator (OIA) outcome.

Main Responsibilities

- Effectively managing a set of tasks and responsibilities as appropriate to Student Casework team related functions within Academic Services;
 - Supporting staff and ensuring that casework timescales are adhered to.
 - Providing regulatory advice to staff and students about all stages of the various policies and associated processes.
 - Liaising closely with the Students' Union to ensure students are supported through cases compassionately and sensitively and to signpost students to support services as required, including the University counselling and mental health services.
 - Having a working knowledge and understanding of regulatory guidance for handling student casework, such as the Office of Independent Adjudicator (OIA).
 - Supporting effective information sharing within the team, ensuring records are kept up to date and case files are accessible to other team members to maintain the smooth delivery of the Student Casework service.

- Communicating with students, staff, and academic partners regarding individual case processes and outcomes.
2. Dealing with the administration relating to Student Casework Team processes and procedures in line with university policy and regulation;
 - Preparing case files, collect evidence, complete paperwork and coordinate communications between parties, ensuring that all information is available to panels, committees or hearings as appropriate.
 - Providing a frontline enquiry point for advice and guidance to students, staff and other stakeholders. This will include dealing with incoming enquiries, triaging queries and referring on to other members of the team as appropriate
 - Monitoring progress of individual cases, ensuring that students are kept up to date with their cases.
 - Drafting clear and accurate update and outcome letters to students and complainants
 - Providing administrative support as required including organising meetings, taking minutes and writing follow-up reports from meetings and hearings.
 - Maintaining detailed records relating to active and archived cases including precedents in the resolution of cases
 3. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone.
 4. Utilising a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders.
 5. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
 6. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
 7. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
 8. Any other duties as may reasonably be required by your line manager or other 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)	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Previous administrative experience, demonstrating attention to detail, taking pride in the quality of your work and understanding how to manage confidential information	E
GCSE Maths and English Grade A to C or equivalent qualification	E
An awareness of student casework policies within the University	E
Experience of drafting minutes and/or outcome/advice letters	E
Experience in student administration, within a HE setting, or a similar environment	D
Proven ability to write professional, clear and concise correspondence and reports	E
Skills	
Excellent communication skills and strong 'customer' focus. Able to present complex regulatory requirements in a way that non specialists can understand	E
The ability to respond flexibly and positively to change in a busy working environment	E
The ability to take responsibility for planning and prioritising your own work and to effectively support and guide the work of colleagues, acting as a point of expertise within the team	E
Excellent practical IT skills (Microsoft Office) and skilled in the use of relevant and specialist IT packages or databases	D
Able to work with accuracy and attention to detail	E
An ability to digest large amounts of often complex information and apply rules to it and come to reasoned conclusions	E
Good analytical and investigative skills	E
Able to work patiently with students and colleagues in a helpful manner with good liaison skills	E
The ability to manage a wide-ranging workload to strict deadlines	E
Attributes	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students	E
Agile approach to work including a positive approach to learning and responding to feedback E Ability to work on own initiative and as part of a team	E
Ability to review and recommend changes to structures/systems.	E
Ability to prioritise and work to tight deadlines	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement	E