

## **Candidate Information**

<b>Position:</b>	Administrator (Complaints and Appeals)
<b>School/Department:</b>	Academic and Student Affairs
<b>Reference:</b>	19/107174
<b>Closing Date:</b>	Monday 18 February 2019
<b>Salary:</b>	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
<b>Anticipated Interview Date:</b>	Friday 1 March 2019

### **JOB PURPOSE:**

To provide professional support for the student appeals and complaints management responsibilities of Academic Affairs, and other related processes.

### **MAJOR DUTIES:**

1. To provide expert advice on the administration and management of individual student cases that arise from:
  - student complaints;
  - student academic appeals (taught and research);
  - academic offences;
  - resolution of issues for students;
  - disciplinary cases;
  - fitness to practise;
  - fitness to study;
  - academic progress;
  - Northern Ireland Public Services Ombudsman (NIPSO)
2. Provide authoritative advice, guidance and training on relevant policies, regulations, procedures and processes to University staff, Students' Union staff and sabbatical officers, students, and external agencies.
3. Advise and process complex cases in line with University regulations and liaise with relevant parties as appropriate.
4. Under the direction of the Head of Appeals and Complaints, develop and implement innovative solutions in the delivery of the Appeals and Complaints Team function and associated services, to ensure that cases are dealt with effectively, consistently and in a timely way.
5. Consult and liaise with academic Schools, Faculty Offices, staff in the Directorates, Students' Union and external organisations, as required, in the management of individual cases or the development of service procedures.
6. Support the preparation of papers for committees, formal hearings and working groups as required and draft minutes of meetings.
7. Ensure the availability of effective, up-to-date information for staff and students, including information on the Academic Affairs website.
8. Provide expert advice to Chairs of committees or panels as appropriate, ensuring that University policies and procedures are met and delivered in line with the core values of the institution.
9. Adhere to standard office protocols in relation to confidentiality, data management and protection, record retention, case recording and record disposal.
10. Use and develop databases to collate data and monitor trends and to provide analysis of management and statistical information to University staff and committees as required.
11. Contribute to the annual review of all related policies, procedures, information, guidance and training made available to staff and students with regard to the Appeals and Complaints team function.
12. On occasion, other duties which are not included above, but which will be consistent with the role and the overall functions of the Department and the Directorate.

**Planning and Organising:**

1. Prioritising and handling of appeals and complaints in a pressured environment.
2. Responding to complaints according to the timeframe set out in the regulations.
3. Planning for reports and papers to fit with the committee cycle.

**Resource Management Responsibilities:**

1. Manage own time and workload on medium term basis to support the achievement of annual work unit objectives with broad University impact.

**Internal and External Relationships:**

1. Internal relationships with Chairs of Panels, Disciplinary Officers, School Managers, Directors of Education, Students' Union, Pro-Vice Chancellors.
2. External contact with students and their representatives, NIPSO, third party providers of supporting evidence provided by students in support of their appeal.

**ESSENTIAL CRITERIA:**

1. Educated to degree level or equivalent.
2. 3 years' experience at an appropriate level, of administering regulatory, complaints or appeals matters as main part of role.
3. Demonstrable experience of providing regulatory advice and guidance, including advising clients or service-users and decisions-makers on the application of regulations.
4. Demonstrable experience, other than personal reflections, of the issues which face students in Higher Education.
5. Experience of developing and drafting complex documents for a wide range of users including case summaries and/or policy documents.
6. Ability to work with and support appellants through the regulatory process, and in some cases who may be vulnerable or distressed.
7. Ability to prioritise, plan, and manage own workload, producing work to exceptional levels of accuracy within tight deadlines.
8. Demonstrates high level of personal and professional integrity and of setting exceptional personal and professional standards within the working environment.
9. Ability to work on own initiative, and as part of a team, demonstrating a commitment to support the work of other team members.
10. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
11. Responsive to change and adaptable to new challenges, demonstrating strong problem solving skills.
12. Excellent oral and written communication skills, including experience of and ability to communicate effectively with people from all levels of the organisation.
13. Strong all round IT knowledge.
14. Willingness to work beyond normally working hours when and as required.

**DESIRABLE CRITERIA:**

1. Qualification in Law or other relevant subject area.
2. Experience of working within the administration of student complaints and appeals.