



Candidate Information

Position: Student Appeals, Conduct and Complaints Manager
School/Department: Academic and Student Affairs
Reference: 22/110090
Closing Date: Wednesday 24 August 2022
Salary: £43,414 - £53,353 per annum
Anticipated Interview Date: Friday 16 September 2022

JOB PURPOSE:

To lead a professional and specialist team in relation to the strategic and operational development, management, and oversight of student academic appeals, academic offences, conduct, fitness to practise, complaints and related processes.

MAJOR DUTIES:

1. Using specialist and professional expertise, lead on the strategic development of regulations, procedures, policy and practice in relation to student matters, ensuring they are fit for purpose, compliant with sector and legal requirements and are communicated to all stakeholders. They include: academic appeals and offences; student conduct; fitness to practise; complaints; complaints via NI Public Services Ombudsman. Deal with any other relevant student matters that may arise.
2. Lead, direct and manage a small professional team in the delivery of team, departmental and institutional objectives and targets in a pressured environment within tight timeframes, ensuring all team members are proactively managed and developed.
3. Lead on the investigation and management of complex and high-risk cases including serious misconduct cases and responses to the Northern Ireland Public Services Ombudsman.
4. Provide professional and specialist advice, guidance and training to a range of stakeholders including Schools, Panels, and decision-makers on the appropriate regulations and procedures, via a range of delivery mechanisms (e.g. digital, in person, hybrid).
5. Participate in, and provide expert advice to, multi-disciplinary case management meetings where a student involved in University procedures may also be deemed to be at risk and/or the situation itself may involve a number of risk factors for the individual and/or the University.
6. Keep abreast of, lead the response to, and manage change as a result of developments in the fields of student academic appeals, academic offences, conduct, fitness to practise and complaints including providing advice on changes and developments where appropriate, in order to address University, regional and national requirements and guidelines.
7. Report to, actively engage with, and influence the relevant University academic governance committees (including the Education Committee (Quality and Standards) and Education Committee (Student Experience)), in the development of strategy, policy, procedures and practice regarding student academic appeals, academic offences, conduct, fitness to practise and complaints.
8. Consult and liaise with relevant stakeholders (including Schools, Directorates, Students' Union and external organisations) in the investigation and management of individual cases or the development of service policy and procedures.
9. Ensure availability of effective communication and support for staff and students who engage with the student academic appeals, academic offences, conduct, fitness to practise and complaints regulations and procedures, in particular for students who may be vulnerable.
10. Collate, analyse and interpret information and data to monitor trends, provide analysis of management and statistical information, bring forward proposals and recommend action to senior management, university staff and committees on a regular basis.
11. Identify additional service requirements or service shortfalls and co-ordinate and/or design the delivery of innovative solutions to maximise service quality, efficiency and continuity.

12. Working collaboratively with colleagues in Academic Affairs, Student Affairs, the Student Accommodation Team, Legal Administration, International Student Support, the Community Engagement Team , and Schools/Institutes, influence, and provide ongoing advice and guidance on, the development and implementation of appropriate regulatory and procedural matters and student case management.
13. Carry out any other duties as may be required to support the work of Academic Affairs.

ESSENTIAL CRITERIA:

1. A primary or higher degree, or equivalent plus a minimum of 4 years relevant broad management/ professional experience in an Appeals, Conduct and/or Complaints, or similar, role. OR; Substantial relevant experience demonstrating professional management ability in an Appeals, Conduct and/or Complaints, or similar, role.
2. Relevant experience that demonstrates:
 - Managing appeals, conduct or complaints cases as main part of role.
 - Experience of developing and drafting complex documents for a wide range of users, including case summaries and/or policy documents.
 - Formally authoring, reviewing, revising, implementing, and advising on regulations, rules, policies and procedures in relation to appeals, conduct, complaints or similar.
 - Line management of staff.
3. Experience of working and influencing at senior management level.
4. Experience of developing innovative solutions and contributing to strategic planning.
5. Advanced IT skills including experience of Microsoft Office software applications.
6. Relevant knowledge and understanding of the rapidly changing operation and culture of higher education.
7. Ability to communicate effectively with internal and external stakeholders.
8. Evidence of positive negotiation and influencing skills.
9. Ability to prioritise and schedule workload in the face of conflicting demands.
10. Display high degrees of resilience and ability to think clearly when simultaneously managing a number of complex cases.
11. Willing to work flexibly to meet the requirements of the post.
12. Willing to work flexibly including on campus in line with the Agile Working Policy.

DESIRABLE CRITERIA:

1. A postgraduate degree or professional qualification in law or other relevant subject area.
2. Experience and knowledge of working in an appeals, conduct and complaints function in Higher Education.