Job Description – Student Casework Co-ordinator

About the Role
You will have the opportunity to support student casework including complaints, appeals and disciplinary policies and procedures. We are seeking a candidate who has strong IT skills and can learn new processes as required.

Individual Student Casework Co-ordinators have specific responsibility for a particular area of work— in their absence it will be covered by another Student Casework Coordinator. The role holder will need to be flexible to changing duties aligned with business priorities.

Key Responsibilities

1. Receive, record and process correspondence in connection with complaints, appeals and discipline (student casework) cases within agreed time scales and as set out in the University’s policies and procedures.
2. Assist in drafting letters to students advising of their rights and responsibilities in accordance with the University's policies and procedures.
3. Ensure the accurate recording and collection of all management information in relation to the receipt and outcome of all student casework issues and extract specific data as required by the Manager, Student Casework.
4. Use OU systems including VOICE, CIRCE and DIP to manage and record all activities in relation to student casework matters.
5. Contribute to regular reviews of procedures and policies in relation to student casework.
6. Respond to telephone enquiries and emails from internal and external contacts, respond to general enquiries and recognise when to refer complex queries to other staff within the Student Casework team.
7. Undertake, from time to time, additional tasks within the Student Casework Office as may be assigned by the Senior Coordinator, Senior manager.
8. Deal with difficult enquiries with discretion and sensitivity where appropriate.
9. Provide sickness or annual leave absence when required and perform duties as designated in the appropriate specific role duties.
Skills and Experience

Education, qualifications and training
- A Level or NVQ

Knowledge, work and other relevant experience
- Excellent written and oral communication skills in a range of contexts.
- Experience with telephone work and customer care.
- Competence with a range of IT packages including customer records management with a willingness to learn new systems.
- Evidence of experiences and competence in handling complex queries.
- Ability to communicate complex information clearly, both orally and in writing.
- Experience of managing own work priorities.

Personal Qualities
- Evidence of flexible attitude to work.
- Self-motivated, independent thinker with excellent organisational and prioritisation skills.