Job Description – Student Casework Manager

About the role

As one of the Student Casework Managers, the post holder will be responsible for reviewing and investigating final stage complaints and appeals and dealing with cases that go to the Office of the Independent Adjudicator (OIA) or to court. The role holder will be required to present cases to the Senate Academic Appeals Review Panel (SAARP) and to also provide support in the management of ad hoc projects.

Key responsibilities

• Reviewing standard and highly confidential queries, complaints and appeals, investigating the background and consulting with the appropriate offices of the University where necessary.
• Acting on straightforward correspondence and passing more complex correspondence to the Senior Manager, Student Casework, providing background information where appropriate, and taking action as agreed, including reviewing and or investigating cases and drafting responses for approval by the Vice-Chancellor’s Delegate or the SAARP.
• Advising staff across the University and at all levels on dealing with the University’s queries, complaints and appeals procedures, in relation to student policies and regulations.
• Assisting in providing responses to complex queries in the absence of the Senior Manager, Student Casework Office, in his or her absence (annual and sick leave), referring for help and advice in exceptional cases to the Head of Student Policy and Casework.
• Recording and reporting on the outcome of final stage complaints and appeals, including progress chasing if necessary, to ensure that there is no undue delay or lapses in due procedure.
• Providing administrative support to the Senior Manager, Student Casework Office.
• Assisting the Senior Manager, Student Casework Office in developing and disseminating procedures and good practice in queries, complaints and appeals handling within the University.
• Collating statistics and management information on final stage complaints and appeals received in the office and reporting to other areas of the University.
• Providing a high standard of administrative records in support of the aims and objectives of the Senior Manager, Student Casework Office.
• Supporting the Senior Manager, Student Casework Office on various projects and Task Groups as and when appropriate, on occasion taking on the coordination and management of such projects or Task groups.
• Undertaking, from time to time, additional tasks within the Student Casework Office as may be assigned by the Senior Management, Student Casework Office.
All staff are expected:

- to undertake any other duties which may reasonably be required.
- to take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by their acts or omissions at work.
- to demonstrate a strong commitment to the principles and practice of equality and diversity.

Skills and experience

- First degree or equivalent substantial experience working in an office environment using high levels of literacy and numeracy
- Experience of managing office systems to ensure robust record keeping and to meet legislative requirements
- Experience of managing a complex schedule of activities on own account or for a line manager as well as managing your own workload
- Experience of extracting and analysing information and recommending appropriate courses of action
- Experience of producing non-standard correspondence and reports
- Experience of working effectively in a team and the ability to work co-operatively across department boundaries
- High level of customer focus and ability to deal effectively with a wide range of internal and external customers
- Ability to communicate complex information clearly, both orally and in writing with excellent interpersonal skills
- Ability to be patient and calm in difficult situations
- Excellent negotiating and influencing skills
- Ability to work under pressure to meet deadlines and achieve targets as well as being able to work using your own initiative
- Evidence of good analytical and investigative skills
- Ability to use IT to manage and deliver support and as an effective communication tool

Additional requirements

- Decisive, flexible and open to change
- Willingness to engage with new systems and the ability to absorb new concepts
- A commitment to equal opportunities and diversity