Job Description – Senior Co-ordinator, Student Casework Office

About the Role
To have day to day responsibility for overseeing the work of the Student Casework Coordinators in relation to student complaints, appeals and discipline including:

Being the first point of referral for Student Casework Coordinators in relation to complex cases and enquiries. The individual will work closely with the Senior Manager, Student Casework in providing advice and guidance on managing student casework to staff across the University. The post holder will also be working secretary to the Central Disciplinary Committee of the University and will support the Senior Manager in providing management information reports on an ad hoc and regular basis.

Key Responsibilities

1. To oversee the day to day work of the Student Casework Coordinators in relation to student complaints, appeals and discipline. The post holder will be required to ensure there is flexibility of support across the functions of the team and to ensure there is sufficient cover in times of absence.

2. To assume day to day responsibility for all staffing issues in relation to the three coordinators. Under the guidance of the Senior Manager the post holder will be responsible for all training, mentoring and staff appraisals as well as considering and approving staff absence.

3. To be the first point of contact for University staff in relation to complex queries and for the Coordinators when the need to escalate unusual or complicated issues arise.

4. To provide training, guidance and support to OU staff in relation to handling student complaints and appeals and the progression of student discipline cases.

5. To collate statistics and Management Information for providing regular reports to the University’s governance and ad hoc reports on request.

6. Ensure the reliable and consistent recording of Student Casework matters on VOICE.

7. Be working secretary to the Central Disciplinary Committee of the University. Working closely with the Senior Manager. Student Casework the post holder will:
• Gather relevant evidence in relation to the cases referred to CDC as matters of discipline or appeal;
• Draft initial correspondence to students;
• Minute take at CDC meetings;
• Prepare pre-meeting information for the Chair;
• Ensure the timely despatch of casework to committee members;
• Liaise with staff, students and representatives as required;

8. Be responsible for the overseeing of any follow up actions as determined by the investigatory or discipline authority or the appeal body, with the appropriate area(s) of the University.

9. Oversee and ensure compliance with regard to data retention schedules.

10. Maintain and update the Complaints and Appeals and Student Discipline websites.

11. Assist the Senior Manager with the development and dissemination of procedures and good practice in complaints, appeals and discipline handling within the University.

12. Undertake, from time to time, additional tasks within the Student Casework Office as may be assigned by the Senior Manager and the Head of Student Casework.

Skills and Experience

Education/Qualifications

• Education to A-Level or equivalent educational background or relevant work experience
• ECDL or equivalent ICT skills, a commitment to developing existing ICT skills and a willingness to learn about IT systems specific to complaint handling.

Personal Qualities & Abilities

• Excellent written, oral and online communication skills.
• Staff supervisory experience including coaching, training and managing the performance and development of individual staff members;
• Excellent customer service skills
• Good interpersonal and negotiating skills with the ability to influence others over whom there is no formal authority
• Ability to interpret policy and procedures and to disseminate information
• Ability to work flexibly, proactively, cooperatively and responsively sometimes under considerable pressure
• Ability to think logically in evaluating situations and solving problems
• Experience of handling highly confidential and sensitive material
• A commitment to the ideals of the Open University, including Equal Opportunity issues
• An awareness of issues relevant to the higher education sector
• Evidence of quality improvement achievements in work.
• Experience of minute taking in formal committee meetings
• An ability to communicate with people from a wide range of experience and backgrounds