

**Job Description**

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| Job Title: | Conduct and Complaints Officer |
| Faculty/Professional Directorate:Subject Group/Team | Academic Services – Student AdministrationOffice of Conduct and Complaints |
| Reporting to: | Conduct and Complaints Manager |
| Duration: | Permanent |
| Job Family:  | Administration |
| Pay Band: | 6 |
| Benchmark Profile: | Administrator Band 6 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: | TBC |

**Details Specific to the Post**

**Background and Context**

*“We have a real window of opportunity to build and grow the University, and to realise our ambitions of academic excellence across the board.*

*We have weathered the financial challenges and are ready to move forward with optimism.”*

Vice-Chancellor, January 2023

It is an exciting time to be at the University of Hull as we build our One Team culture, drive service improvement and support our students and staff achieve their personal goals and aspirations. The University of Hull has adopted a new professional service delivery model following extensive consultation with stakeholders from across the University. The majority of professional services are centralised with a hub and spoke model ensuring that that University-level central teams are operating efficiently to enable capacity for growth, are sharing knowledge and best practice to enable a consistent approach and driving continuous improvement. A single professional service culture for the University underpins close partnering and seamless service provision across professional staff in central and Faculty teams.

The post-holder will be part of a dedicated team of Professional Services staff supporting the achievement of the University’s Academic Service Centre within the Academic Services portfolio. Academic Services provides services to students from the point of registration to graduation, and curriculum and teaching administration support to Faculties and Schools. The team aims to ensure that students can articulate and achieve their goals, make the most of their time at the University, and access the support they need, when they need it.

Working within Student Administration within Academic Services, you will be providing key administrative support and guidance to both colleagues, students, and internal and external stakeholders who access the service. With clear responsibility for underpinning the administrative function of a specified domain within the Student Administration. The post holder will assist the service leader in coordinating and ensuring the service runs efficiently and provides high quality customer service provision to all users.

**Specific Duties and Responsibilities of the post**

The Conduct and Complaints Officer will support central processes for student discipline, student complaints and other student cases such as; academic appeals. Such support shall include;

* Dealing with ad hoc or, complex and specialised enquiries, correspondence and other internal/external communications. In particular:
	+ Providing advice, guidance and support to other colleagues across the University regarding procedural requirement and best practice.
	+ Working with the faculties and service areas to ensure the relevant procedures are effectively and transparently communicated to students, this might be by way of conducting annual reviews of handbooks and published information on the website/portal pages for example to ensure all the procedural content is up to date.
	+ Facilitate and/or assist others to facilitate informal methods of resolution where appropriate.
	+ Preparing responses to complaints made by students to the OIA;
* The post holder will undertake investigative casework in relation to allegations of student misconduct, formal stage two complaints and Academic Appeals in adherence with the relevant regulations. They will be responsible for progressing cases to the conclusion of the process in a timely manner. This will include:
	+ Drafting formal documentation;
	+ Conducting formal interviews with relevant parties and taking statements as necessary;
	+ Liaising with external bodies such as; the police, collaborative partners and the OIA where appropriate;
	+ Appearing before Disciplinary Panels and Appeal Panels to present cases;
	+ Maintaining concise records and defensible documentation;
* Providing all aspects of secretarial support to Student Cases Committee, complaint/disciplinary/appeal panels in line with regulations and within appropriate timescales. This includes the collation of evidence/document bundles and the issue of Completion of Procedures letters to ensure compliance with University and OIA requirements.
* Using existing and new ICT for processing/maintaining records/databases. Providing the written reports and statistics, and collecting/analysing data to interpret trends and keep up to date with government initiatives and legislation.
* Monitor the efficacy of the regulations and the associated forms and guidance documents. Ensuring that sector best practice is applied and guidance from the Office of the Independent Adjudicator (OIA), OfS, QAA and any other relevant professional and statutory bodies is adhered to and drafting changes as required for consideration by his/her Line Manager. Ensuring the University’s materials (including regulations and website) and guidance complies with relevant guidance, legislation and business needs.
* Creating, updating and delivering training for staff on a regular basis across the University.
* Building and maintaining excellent working relationships with Deans and Heads of professional service areas, other senior management, academic/professional services and Student Union colleagues to facilitate the effective handling of student cases.
* Drafting responses to requests made under the Freedom of Information Act in relation to student misconduct issues falling within the remit of their directorate.
* Assisting to prepare periodical monitoring reports relating to student misconduct, complaints and appeals for the relevant University committees.
* The post holder will undergo regular case reviews with their Line Manager in order to help plan the allocation of resources, ensure procedural correctness and timely resolution of student cases.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* The role holder:
	+ Will have practical working knowledge of the systems, processes and procedures across a section or area of work
	+ Will plan and prioritise own work and may be required to supervise the work of others and monitor progress within agreed objectives ensuring the effective use of resources
	+ Will be expected to contribute to longer term developments within the department such as implementing improvements to working methods, policies and procedures
	+ May have detailed knowledge of specialist systems and/or a broad understanding of a wide range of activities. This knowledge is gained by extensive practical experience and/or through formal instruction
* The work requires the use of initiative and judgement on how to address and resolve problems with minimal guidance and instructions from senior colleagues.

**Main Work Activities**

### Communication

1. Provide advice and guidance to managers, staff, students and visitors
2. Deliver established presentations to communicate information across Faculty/Dept/University
3. Attend meetings to report on information/data
4. Take notes and produce formal minutes at meetings when required
5. Format and edit publications
6. Draft and type formal documentation

### Teamwork

* May be required to supervise the work of others
* Provide advice and guidance to other members of the team

**Liaison and Networking**

* Represent the University at various events and working groups
* Co-ordinate with other Faculties/Departments to develop and maintain communication channels to enhance service provision and ensure best practice is followed

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Manage small projects that contribute to improving service delivery
* Identify, develop and manage office systems to improve the efficiency and effectiveness of the Department
* Administer and monitor procedures to ensure effective delivery of the service

### Planning and Organisation

* Organise and represent the area and University at events
* Plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* Expected to organise, prepare and service committees as appropriate
* Contribute to the longer term operational planning of the Faculty/Department

### Analysis/Data Inputting

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor and interpret information
* Provide and analyse statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department
* Record data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience**  |  |
| Knowledge and understanding of the principles of complaints handling, non-academic student-related investigations and quality assurance processes applying to Higher Education. | **Application/Interview** |
| Understanding of legal/regulatory concepts and considerations relating to complaints handling and non-academic student related investigations. | **Application/Interview** |
| Experience of report writing and working within a regulatory context. | **Application/Interview** |
| Evidence of substantial experience in an office environment covering a broad range of administrative tasks. | **Application/Interview** |
| Can demonstrate the ability to use a broad range of products from Microsoft Office and has the ability to learn new systems and software. | **Application/Interview** |
| Has an HND in relevant area or equivalent qualification and/or experience. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |
| **Communication (Oral and Written)**Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
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| **Liaison and Networking**Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs. | **Application/Interview** |
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| **Planning and Organisation**Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | **Application/Interview** |
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| **Initiative and Problem Solving**Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis.  | **Application/Interview** |