

Job Title: Student Conduct and Complaints Coordinator

Grade: 5

Salary: £27,241 to £31,861 per annum, pro-rata if part-time

Department: Student and Academic Services

Hours/Contract: Full-time , fixed term contract till 05 October 2027

Job Family: Management and Administration

Reference: 13813

Role Purpose

To coordinate and support the operation of the University's student conduct and complaints procedures to ensure the University is able to meet its internal and external responsibilities with respect to case management.

Resources Managed

Main Duties and Responsibilities

Case coordination and progression

- Coordinate the operation of the student discipline and complaint procedures, ensuring that cases are monitored and progressed in an efficient manner, with timely updates issued to students, staff and other relevant stakeholders engaged in processes. This includes drafting formal letters to students notifying them of the outcomes of these procedures.
- Manage the student conduct and complaint mailboxes, acting as the first point of contact to staff and students, using own judgement in seeking to resolve enquiries and only escalating complex cases to the Conduct and Complaints Officer or Head of Student Conduct, Complaints and Resolution where necessary.
- Work under the supervision of the Student Conduct and Complaints Officer to allocate formal complaints ensuring compliance with University regulations and external agencies such as the Office of the Independent Adjudicator for Higher Education (OIA).
- Assist in the collation of documents and preparation of paperwork bundles for submission to the OIA.

Panels, appeals and formal meetings

- Lead on the collation of documentation and making arrangements for student discipline panels to ensure that cases can be handled in a timely and efficient way.
- To provide secretariat support to student discipline panels, meetings and committees as required.
- Coordinating the administration of the student discipline appeal procedure, providing guidance to staff and students on the process, requesting information from relevant parties to assist in the consideration by members of the Senate Student Discipline Committee.

Compliance, information and service development

- To update and maintain the Student Conduct and Complaints webpages and internal documents, contributing to the development of new materials where necessary.



- To coordinate responses to Freedom of Information requests from Information Assurance Services and work with the Student Conduct and Complaints Advisor and Head of Student Conduct, Complaints and Resolution to ensure timely responses.
- To coordinate and contribute to the development of staff training within the team and across the University to ensure compliance with University policies and regulations governing student conduct and complaints.

Team support and deputising

- Deputising for the Student Conduct and Complaints Advisor when required and providing administrative support for senior colleagues across the breadth of the Office's work, undertaking other general duties where required.

Internal and External Relationships

The post-holder will work closely with the Conduct and Complaints Officers and the Conduct and Complaints Administrator internally, as well as the Head of Conduct, Complaints and Resolution when necessary.

They must also develop strong working relationships with colleagues and students across the wider University, including Heads of Departments and Directors of Services, the Students' Union Advice Service, and senior academic colleagues.

The post-holder will work externally with the Office of the Independent Adjudicator, and may speak with members of the public or other educational institutions when third-party reports are received.

Planning and Organising

The post-holder should be able to plan and prioritise their own work and case load in consultation with the Conduct and Complaints Officers, balancing complex cases and working to specific deadlines.

Qualifications, Knowledge and Experience

Essential

- Academic qualifications equivalent to A Levels, or equivalent vocational experience.*
- Good IT skills with experience of MS Word, Excel and Outlook.
- Relevant work experience in an administrative role.*
- Experience of working as part of a service team, preferably within a multi-disciplinary setting.

Desirable

- Experience of working in an administrative role in Higher Education.*
- Experience of handling complaints.*
- Experience of handling academic misconduct or academic appeals.*

**Criteria to be used in shortlisting candidates for interview*





Skills, Abilities and Competencies

Essential

- Ability to manage a varied workload.
- Excellent interpersonal skills, with the ability to establish effective working relationships with key stakeholders.
- Strong problem-solving skills and ability to exercise sound judgement when dealing with enquiries.
- Good written* and verbal communication skills.
- Accuracy and attention to detail.*
- High level of discretion working with confidential matters.
- Ability to independently prioritise work to ensure that multiple tasks can be completed by set deadlines.*
- Good organisational skills.
- Ability to review different sources of information and identify key issues to address.
- Ability to work on own initiative when required and as part of a team.
- Ability to develop a good understanding of the University's Regulations and procedures for student conduct and complaints, and to place these in the context of national policies in these areas.

Desirable

- Ability to contribute to service improvement initiatives and procedural developments.
- Confidence to deliver presentations, briefings, or training to groups of staff or students.

**Criteria to be used in shortlisting candidates for interview*

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance





University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

