



**Job Title:** Head of Student Complaints, Conduct & Resolution

**Grade:** 9

**Salary:** £57,696 to £64,914 per annum

**Department:** Student and Academic Services

**Hours/Contract:** Full-time, permanent

**Job Family:** Management and Administration

**Reference:** 10264

## Role Purpose

Lead and manage the University’s Complaints and Student Conduct teams. Responsible for developing and implementing University policy and procedure in relation to: student complaints, student non-academic and academic misconduct, at all times ensuring that students are provided with appropriate information, advice, guidance and support. Responsible for ensuring appropriate training is in place for staff and students, as well as clear communications.

## Main Duties and Responsibilities

- To be responsible for the management and on-going development of University strategy, policy and procedure in relation to student complaints, student academic misconduct, student non-academic misconduct.
- To provide effective oversight of the disciplinary process, managing risk whilst ensuring alignment at all times with external, legal and statutory obligations.
- To be responsible for the University’s relationship with the Office of the Independent Adjudicator (OIA) for HE.
- To lead and manage the complaints and conduct team which handles student complaints and cases of student misconduct, ensuring that they are handled effectively and sensitively within defined timeframes.
- To provide professional leadership and direction to the team of student conduct officers, who undertake internal investigation into student complaints and misconduct cases.
- To provide professional leadership and direction to the team of case workers, who provide advice, support and guidance to students before, during and after a misconduct process.
- To oversee the effective management of the University’s “report and support” system, which provides the route through which students report cases of alleged sexual assault and harassment, racial harassment, and bullying and other forms of harassment, and through which they are supported.
- To oversee the effective institution-wide operation of the University’s complaints and misconduct processes, including disclosure, reporting, consideration, investigation, panel consideration, outcome and appeal.





- To contribute to the University's Standing Together initiative, ensuring a joined-up strategy approach to communications, events, support structures, in order to proactively support student wellbeing, ensuring an open and transparent environment in which students feel safe and supported to report cases of unacceptable behaviour.
- To manage and develop precautionary measures, on behalf of the VC, providing advice and guidance to SSS, Security, Cause for Concern Group and the Academic Registrar as appropriate.
- To be an active member of the Cause for Concern Group, Senate Student Discipline Committee, Major Misconduct Review Group and attend senior management meetings as appropriate.
- To work collaboratively with the Director of Student Services & Belonging and others to ensure that provision of effective services which support student wellbeing.
- To work collaboratively with the Head of Academic Quality, Standards and Records, to ensure alignment with the academic infrastructure, including' Senate Regulations, governance, academic appeals, consumer law/CMA and academic quality.

## Internal and External Relationships

### Internal

- Academic Registrar
- Divisional Leadership Team
- Executive Board members
- Director of Campus Life
- SU President and Sabbatical Officers
- Heads of School
- SU CEO and Deputy CEO
- Head of Security
- Head of Equality, Diversity and Inclusion

### External

- OIA
- Leicestershire Police
- Sexual Assault Referral Centre (Juniper Lodge)
- University Legal Advisers
- OFS
- NHS and allied bodies/agencies

## Planning and Organising

- Manages own time and team workload
- Develops institutional plans and organises multi-agency teams to implement and monitor.
- Ensures organisation of resources and processes to reflect external and statutory requirements.





- Plans ahead to mitigate strategic risks (legal, reputational) to which the institution is exposed, and safeguarding and wellbeing risks associated with individual student cases.
- Organises institutional resources as appropriate to respond to critical incidents

**Qualifications, Knowledge and Experience**

**Essential**

- First Degree or equivalent experience\*
- Significant experience of undertaking and/or leading investigations\*
- Legal training and/or experience of managing investigations in relation to conduct and behaviour in the context of legal frameworks\*
- Experience of working in, or areas allied to, the criminal justice system and/or customer service complaints\*
- Experience and knowledge of issues involved in providing support in relation to inappropriate behaviour and harassment, e.g. sexual violence, racial harassment, bullying\*
- Experience of developing and managing policies and procedures, in a public body setting\*
- Experience of handling complex and sensitive complaints\*

**Desirable**

- Knowledge and understanding of issues relating to advice and guidance services for students.
- Evidence of working across organisation boundaries.

**Skills, Abilities and Competencies**

**Essential**

- Ability to exercise sound judgement under pressure in a high profile environment, with complex legal parameters
- Ability to lead and motivate a team, across organisation boundaries where necessary
- Ability to draft policies and procedures, and communications thereof
- Ability to think and plan analytically, analysing data and external/internal guidance, to confirm service planning and delivery.
- Ability to act strategically, advising senior officers on the rights and issues in relation to current policy positions and/or individual studentcases
- Cultural competence to relate to and empathise with, the full diversity of the student body, liaising with students and their representatives in the Students' Union.
- Ability to understand, analyse and interpret legal advice and legislation and apply in a University setting
- Ability to understand, articulate and manage risk at a strategic and operational level.
- Communications and negotiating skills to influence colleagues across the University, in pursuit of team objectives and institutional/Divisional strategies.

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

**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 expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

### 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

### 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 equity 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 equity, diversity and inclusion.

