

Job Title: Student Conduct and Complaints Officer
Grade: 7
Salary: £39,355 to £45,413 per annum
Department: Student and Academic Services
Hours/Contract: Full-time or job share, Permanent
Job Family: Management and Administration
Reference: 11561

Role Purpose

The post holder is responsible for the operation of the student conduct and complaints processes, overseeing and conducting investigations into complex misconduct cases and complaints. The post-holder should apply expert knowledge of University policy and the regulatory framework to advise colleagues and students, to ensure compliance with relevant Regulations and procedures. The post-holder will be expected to pro-actively review and contribute to reviews of regulations, policy and procedures in line with sector updates or changing needs of internal and external stakeholders.

Resources Managed

The post holder may be responsible for managing other team members in the Student Conduct and Complaints Team.

Main Duties and Responsibilities

- To have oversight of the operation of the student conduct and discipline investigation process for academic and non-academic cases, providing professional advice and guidance on regulations; to provide support to the Chair of the Senate Student Discipline Committee; to act as Secretary of Discipline Panels as required; to manage the consideration of discipline appeals.
- To lead the operation of the student complaints process, working with senior colleagues to conduct the initial review of complaints received, provide procedural advice and administrative support to the complaints procedure.
- To act as a point of contact for the Office of the Independent Adjudicator (OIA), co-ordinating the University's response to their enquiries into individual student cases.
- To liaise with and make recommendations to senior colleagues on the outcomes and penalties relating to appeals, conduct and complaints processes in the light of OIA decisions.
- Collate and analyse data and information on complex cases relating to Student Conduct and Complaints.
- Provide expert advice and guidance to senior colleagues to ensure compliance with regulatory and the ombudsman (OIA) frameworks





- To be responsible for the review of regulations, plan and implement changes to procedures and operational guidance in response to sector updates or changing needs of internal or external stakeholders.
- Development and delivery of training materials to ensure procedural and regulatory compliance relevant to student conduct and complaints processes
- To act as Secretary to University committees and working groups as required, working proactively with their chair to agree agendas, draft papers and produce accurate minutes and reports in a timely manner
- To deputise for the Head of Student Conduct, Complaints and Resolution when required
- As a member of the Division of Student and Academic Services, contribute to the work of the Division and wider University, including participating in key life-cycle events, such as graduation and registration

Internal and External Relationships

The post-holder will be required to develop good working relationships with colleagues and students across the University at all levels. This will include Pro-Vice-Chancellors, the Academic Registrar, Heads of Department, Directors of Services, the Head of Conduct, Complaints and Resolution, Officers of the Students' Union, the Students' Union Advice Service, and external agencies which may include the police and the Office of the Independent Adjudicator (OIA).

Planning and Organising

The post holder will be required to plan and prioritise their own workload, task and delegate appropriately to others, and support colleagues in the Student Conduct and Complaint Team to progress a complex and varied caseload, ensuring that published timescales are adhered to.

Qualifications, Knowledge and Experience

Essential

- Educated to degree level, or demonstrated equivalent qualification or experience *
- Experience of conducting, overseeing and reviewing multiple complex investigations *
- Experience of sensitively managing complaints, including formal and informal resolutions *
- Experience of leading and managing people *
- Significant experience of operating within a regulatory environment and interpreting and complying with complex procedures and regulations *
- Experience of supporting and contributing to Committees and Panels *
- Experience of drafting and presenting detailed reports and other communications for internal and external stakeholders *



- An understanding of the Higher Education landscape and the challenges facing students *
- Experience of identifying vulnerability, managing risk and safeguarding *

Desirable

- Knowledge of the national framework for the assurance of academic quality and standards in Higher Education, including the policies of the Quality Assurance Agency, with particular reference to those governing complaints and student discipline.
- Relevant work experience in Higher Education or other educational setting
- Qualifications in investigation discipline, such as Professionalising Investigation Process Level 1 or 2.

Skills, Abilities and Competencies

Essential

- Excellent written and verbal communication skills, with an ability to communicate complex information to a range of audiences, via a range of media *
- Ability to manage a varied and complex workload, progressing tasks and projects simultaneously, working efficiently and accurately to tight deadlines *
- Ability to work flexibly to take account of changes in priorities at particular times *
- Ability to show initiative, apply professional judgement, make sound and justifiable decisions, and be accountable for your actions *
- Ability to assess and manage risk to the University
- Ability to display independence and resourcefulness to ensure effective completion of tasks *
- Competent IT Skills with experience of MS Word, Excel and Outlook
- Ability to analyse and assimilate large amounts of information, and draft papers, complex reports, correspondence, minutes and other documentation *
- Ability to communicate with students and staff at all levels with tact and discretion, maintaining a high level of confidentiality at all times.

****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.

