Job Description

Job Title: Student Resolution and Casework Manager (Academic Offences)

Department: Partnerships & Governance

Section: Governance, Policy & Compliance
(Student Resolution and Casework)

Level: Level 07

Job Purpose:	The Student Resolution and Casework Manager (Academic Offences) is responsible for managing academic offence casework for the University of London. They play a significant role in delivering a student focused service which seeks to: • Ensure fair and equitable treatment of all students under applicable University policies and procedures • Maintain academic standards and promote academic integrity • Support activities which feed the continuous improvement agenda and draw on forms of student and staff feedback to improve the overall student experience. This requires well-developed research skills and an inquisitive nature, expert engagement with Regulations, diligent stakeholder management and an understanding of the need for sensitivity and confidentiality, in addition to a good oversight of the aims of the process and sector best practice. This is a wide ranging and challenging role which requires careful time allocation and detail-focused case management. The role demands the acquisition of knowledge accumulated through case management.

1. **Assessment Offences (managing function)**
   To work in collaboration with the Student Resolution and Casework Operations Manager (Academic Offences) to support the Head of Student Resolution and Casework by overseeing the implementation of the *University of London Assessment Offences Procedure*. This includes:
   - Assessing and analysing referred assessment offences allegations of against agreed criteria and implementing the procedures as appropriate;
   - Gathering and reviewing evidence and conducting additional investigation where required;
   - Advising on and implementing protocols with regards to the management of individual cases and the overall caseload with reference to variations by, for example, programme, assessment type and volume.
   - Advising on and recommending appropriate outcomes in line with process and precedent;
   - Driving discussion of complex cases or where precedent does not exist;
   - Engaging in and advising on effective, supportive and appropriate correspondence with students;
   - Liaising with operational colleagues, internally and at federation members, to fully support the management of the assessment offence procedures;
   - Liaising with academics and programme teams, where required, to support individual cases and to close the feedback loop on wider trends;
   - Drafting outcome letters and/or managing the systems that produce template-based outcomes;
   - Supporting the appeal process, including liason with the Chair of the Assessment Offences Committee and, where required, convening and providing secretarial support to meetings of the Committee;
   - Ensuring expert engagement with relevant University rules and regulations, including the General and Programme Regulations, the Notice to Candidates and all processes relating to assessment;
   - Maintaining an awareness of assessment delivery changes on an annual and session by session basis and taking action when there is an impact on existing practice.
   - Maintaining detailed records relating to active and archived cases including precedents in the resolution of cases;
   - Maintaining operational procedures for the management of offences consistent with good practice, ensuring transparency, audit trails and succession;
   - Creating statistical and analytical reports for University of London governance, including an annual report and contributing to annual monitoring as required;
   - Contributing to periodic reviews of the procedure to ensure continued improvement and that policy and procedures are aligned with sector best practice (OIA Good Practice Framework, OfS, QAA);
   - Helping assure the maintenance of academic standards and the promotion of good academic practice;
   - Contributing to organisation-wide continuous improvement exercises or policy development, as required, including but not limited to the annual review of the General Regulations, the contribution of casework perspectives to assessment discussions, informing new or emerging policy (for example, AI and assessment) and supporting initiatives led by the Senior Manager: Academic integrity .
   - Direct work or tasks to Student Resolution and Casework Coordinators, or other available administrators, in agreement with the Student Resolution and Casework Operations Manager (Assessment Offences), as appropriate in order to meet required service levels.
   - Support colleagues in resolving student casework as appropriate or necessary.
   - Promptly escalating to, or requesting input from, the Head of Student Resolution and Casework on complex, urgent or novel matters;
   - Supporting the Head of Student Resolution and Casework as the University's Office of the Independent Adjudicator (OIA) Point of Contact, including collating information in response to requests and drafting University responses to the OIA;

2. **Other student casework**
   From time to time and as and when required to provide support for and oversee, as per assessment offences, other student related casework, including but not limited to student complaints and academic appeals, other forms of academic misconduct and student disciplinary breaches

3. **Freedom of Information and Subject Access Requests (managing function)**
   To provide administrative support and collation of information in response to Freedom of Information and Subject Access Requests as requested and agreed;
   - To maintain appropriate retention schedules to inform the University register.

4. To make themselves aware of and follow all applicable University policies

5. To maintain an awareness and observation of fire and health and safety regulations

6. Any other duties consistent with both the grade and scope of the post

7. Any other duties reasonably required of the postholder by the reporting manager.

Reports to:	Head of Student Resolution & Casework

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Experience of casework management, in the same or a comparable field
- A demonstrative appreciation of confidentiality and sensitivity in the handling of casework
- Experience and understanding of the fair and consistent application of policy and procedure, and the importance of precedent.
- Experience of managing data, monitoring performance and reporting on case management.
- Experience of risk assessment, problem solving, and reaching evidence-based decisions.
- The ability to assess impact and explain implications.
- The ability to work autonomously, acting on own initiative.
- A commitment to helping the University to achieve its mission.
- The ability to maintain good relations with colleagues and stakeholders, with sensitivity to the relevant context.
- Systematic and well-organised with the ability to work effectively under pressure to meet deadlines within established protocols.
- The ability to demonstrate professional judgement in the conduct of duties.
- The ability to work with others exercising appropriate tact, diplomacy and determination in a professional, collegiate and confident manner.
- The ability to contribute to decision-making and make informed, reasoned decisions taking account of complex information, needs and views
- Inquisitive nature with a strong sense of justice and fairness.

Desirable:

- Experience of presenting to, and writing for, committee.
- Experience of contributing to policy review and development
- Experience of managing a portfolio of responsibilities.
- Experience of supervising others within a team to achieve key objectives.
- Appreciation of the requirements of an international organisation operating within a global environment.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- High standards of written English demonstrated through the production of key documents and communications for a wide audience.
- Working knowledge of the modern Microsoft productivity suite, including SharePoint, Teams, Outlook, Word, Excel.
- Excellent communication, liaison and negotiating skills with high order interpersonal, analytical, and presentation skills.
- Good organisational and problem-solving skills demonstrated through the ability to work independently, prioritise work appropriately, identify problems, and work with others to agree solutions.
- Working knowledge of the key requirements of external bodies including the Office for Students, Office of the Independent Adjudicator, QAA and the Competition and Markets Authority.

- High level of competency working with and understanding key regulatory and guidance documents, and procedures, which for this role include: General Regulations, Programme Regulations, Programme Specifications, Student Terms & Conditions, assessment processes and the working of the Boards of Examiners,.

Desirable:

- Proven numeracy skills with experience of the interpretation and presentation of statistics.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- Educated to degree level or equivalent by experience or ability.
- Evidence of a commitment to professional development.

Competency Requirements	Essential	Desirable
Adapting to change	C	
Creativity and innovation	C	D
Stakeholder focus	C	D
International engagement	B	
Interpersonal understanding	C	D
Leadership	B	C
Managing resources	B	
Organisational commitment	B	
Proactivity and planning	C	
Problem solving and decision making	C	
Performance Management	B	C
Resilience	C	
Staff development and commitment to learning	C	
Striving for excellence (optional)	C	D
Working collaboratively with others	C	D

Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.
For further information on each of the competencies and relevant levels, please refer to the University's Competency Model: https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf