**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks

It may be varied from time to time at the discretion of the College in consultation with the post holder

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| **Job Title:** Student Resolution and Compliance (Casework) Administrator | **Job ref no:** ACR-0348-24 |
| **Grade:** 4 | **Department:** Academic Registry |
| **Accountable to:** Student Resolution and Compliance (Casework) Manager | **Responsible for:** None |

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| **Job summary:**  Provide administrative and procedural guidance to staff and students in relation to Student Resolution and Compliance (SRC) casework processes and procedures.  The role holder's primary administrative responsibilities would be the Appeals, Complaints and Final Formal Review sections under SRC, with an expectation to support on other aspects of SRC sections during peak times.  Review and track casework to ensure procedural standards are adhered to in line with regulatory requirements such as The Office of Independent Adjudicator (OIA).  Provide administrative support for regulatory requests, such as the OIA.  Collectively, with all Registry colleagues, deliver a professional service to all stakeholders ensuring staff and students experience an excellent learning and teaching experience. |

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| **Competency: Service delivery**  **Key tasks:**  Support the Assistant Registrar for Student Resolution and Compliance with projects or task relevant to the Student Resolution and Compliance section.  Provide general administrative support to the Student Resolution and Compliance (Casework) Manager.  Respond to general enquiries, check generic mailboxes, and attend casework meetings as a notetaker and to provide first-line procedural support for staff and students.  Update the relevant stakeholders on case status.  Support the maintenance of web-based guidance for staff and students.  Support the Student Resolution and Compliance (Casework) Manager to disseminate procedures and good practice around SRC matters.  Maintain excellent records in support of the aims and objectives of the Student Resolution and Compliance (Casework) Team. |
| **Competency: Communication**  **Key Tasks:**  Effective liaison and communication with stakeholders, triaging enquiries appropriately.  Support the provision of clear regulatory advice to internal and external stakeholders.  Provide first-line advice and guidance to internal stakeholders, students and external bodies on procedural guidance.  Use appropriate methods of communication to interpret procedures and resolve queries.  Support the Student Resolution and Compliance (Casework) Manager to provide responses to Freedom of Information and Subject Access requests, in compliance with relevant legislation and RVC procedures.  Produce timely, clear, concise and accurate action-based minutes, notes and reports for casework teams and panels.  Support the Student Resolution and Compliance (Casework) Manager to report on all stages of SRC matters, including progress chasing, if necessary, to ensure that there is no undue delay or lapse in due procedure.  Under the supervision of the Student Resolution and Compliance (Casework) Manager, review and track casework outcomes, including developing briefs and preparing casework outcome letters.  Ensure effective communication within the Student Resolution and Compliance Team regarding work in progress, implementation of developments and emerging trends or issues.  Work effectively with students and staff across the RVC, demonstrating tact, discretion and judgement in the handling of sensitive and confidential matters. |
| **Competency: Planning and Organising Resources**  **Key tasks:**  Ensure internal feedback form responses are logged and recorded and actions noted.  Provide administrative support with regulatory requests, such as the OIA.  With the support of the Student Resolution and Compliance (Casework) Manager take preliminary steps to obtain and collate information relevant to a casework investigation.  With the Student Resolution and Compliance (Casework) Manager, identify and recommend appropriate solutions for case file management.  Organise case hearings and panels, provide appropriate paperwork and take notes of proceedings. |
| **Competency: Analysis and Research**  **Key Tasks:**  Collate statistics and management information on the final stage of SRC casework by organising reports when required.  With the Student Resolution and Compliance (Casework) Manager, identify good practice, analyse trends in casework and use collated information to advise the Assistant Registrar for Student Resolution and Compliance.  Retrieve information from records and provide an initial analysis of data for annual reports and Freedom of Information requests. |
| **Competency: Liaison and Networking**  **Key tasks:**  Contribute to RVC projects and meetings as required.  Provide a high-quality service to all internal and external stakeholders.  Maintain strong relationships with colleagues across the RVC and external stakeholders. |
| **Competency: Initiative and Problem Solving**  **Key tasks:**  Ability to manage sensitive and confidential information with a high level of professionalism.  Triage and escalate queries as required to the Student Resolution and Compliance (Casework) Manager or others as appropriate.  Reflect and develop on issues which affect delivery and use initiative to provide workable solutions.  Work with the Student Resolution and Compliance (Casework) to ensure that advice and solutions for students, academic staff and administrative staff follow RVC regulations and processes. |
| **Competency: Decision-Making Processes and Outcomes**  **Key Tasks:**  Provide stakeholders with appropriate guidance in relation to the associated regulations for SRC procedures.  When taking decisions, the Student Resolution and Compliance (Casework) Administrator must demonstrate responsibility of good practice to the wider Registry and RVC community. |
| **Competency: Knowledge and Experience**  Good knowledge and experience of SRC procedures, particularly those which fall under the role holder’s primary responsibility. |
| **Competency**: **Flexibility**  **Key Tasks:**  Provide appropriate cover for other members of the team during peak workload demands.  Provide appropriate cover for other member of the team during periods of absence.  As an active member of Academic Registry, to cover front desk for absences and peak periods.  To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |