

Job Description

Casework Manager – Conduct and Complaints

Academic Experience

Directorate of Student Experience
and Teaching Excellence



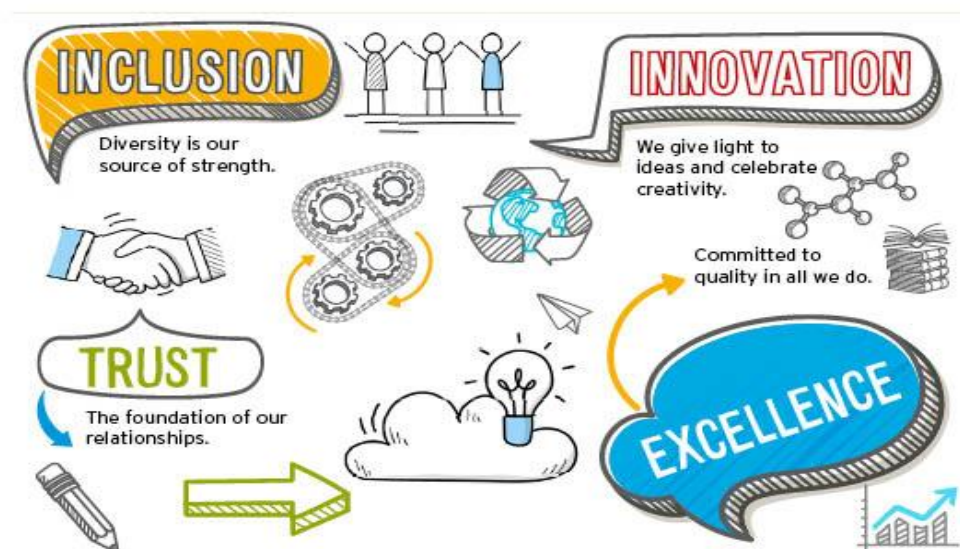
Brief summary of the role

Role title:	Casework Manager – Conduct and Complaints
Grade:	8
Faculty or Directorate:	Directorate of Student Experience and Teaching Excellence
Service or Department:	Academic Experience
Location:	On Campus, Bradford
Reports to:	Head of Student Circumstances and Casework
Responsible for:	Complex Casework Coordinator x 1 Casework Coordinator x 1 (and Conduct and Complaints Team)
Work pattern:	36.25 hours per week, normally Monday to Friday

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	• Level 5 qualification, such as Diploma of Higher Education (DipHE), Foundation Degree, Higher National Diploma (HND), or equivalent qualification or experience.
Desirable	• Membership of relevant professional bodies and / or HE networks. • Postgraduate or professional qualification or equivalent level of qualification or relevant experience.

Experience, skills, and knowledge

Essential	• Significant experience of working with complex casework and comprehensive knowledge of good practice, ideally within Higher Education. • Experience of leading and managing staff and institution-wide services, ideally within Higher Education. • Experience of working within a regulatory environment and of providing advice and guidance to others on regulatory matters. • Ability to interpret, apply and explain complex regulations and procedures to a wide variety of audiences. • Ability to work to a high standard and maintain excellent attention to detail.
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	• Ability to extract, manipulate and analyse data and communicate implications to a non-specialist audience. • Commitment to and knowledge of EDI issues.
Desirable	• Experience of project management. • Experience of working in Higher Education. • Experience of working with the Office of the Independent Adjudicator.

Personal attributes

Essential	• Commitment to continuous improvement and to delivering an excellent student experience. • Discretion, sensitivity and a commitment to maintaining strict confidentiality and protecting sensitive information. • Commitment to own Continuing Professional Development. • Excellent communication and interpersonal skills, and the ability to provide a high standard of customer service.
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Main purpose of the role

To lead and manage a high quality, professional and efficient Student Circumstances and Casework service, covering student complaints, student appeals, fitness to practice, fitness to study, student disciplinary and academic misconduct.

To act as the University's operational contact with the Office of the Independent Adjudicator.

To line manage the Conduct and Complaints Team.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by university management) which do not change the general character of the job or the level of responsibility entailed.

1. Provide leadership and line management for the Conduct and Complaints Team, delivering high quality student casework services across the University, for a defined portfolio of student casework. This includes student complaints, student appeals, fitness to practice, fitness to study, student disciplinary and academic misconduct cases.
2. Have key responsibility and to take a lead role in supporting or investigating the resolution of a portfolio of student casework. This includes providing specialist advice to applicants, students and staff, advising casework panels and hearings, panel or hearing membership and the resolution of complex cases.
3. Ensure the effective administration and quality of student casework outcomes. Moderating responses across the University to ensure consistency and adherence to regulation and policy, and ensuring that cases are completed on time and recommendations and remedies are implemented.
4. Act as the University's operational contact with the Office of the Independent Adjudicator, preparing University responses, meeting appropriate deadlines and undertaking follow-up action as required, in own area of work.
5. Liaise with senior staff across the University to undertake investigation and consideration of student casework, providing advice and guidance to ensure consistency of practice across the University.
6. Liaise closely with the Students' Union to ensure students are supported through cases.

7. Produce institutional reports on student casework, identifying trends and patterns and making recommendations for improvements and to provide data in relation to Freedom of Information requests.
8. Effectively lead on regulations and policy development and communications with relevant staff regarding continued development and implementation of student casework processes and procedures. Ensuring full compliance with internal and external regulatory frameworks (including the University's ordinances and regulations and the Office of the Independent Adjudicator's Good Practice Framework). This will include the development and delivery of training and resources for investigators, panel members and other colleagues engaging with student casework.
9. Coordinate and manage the work of staff within the Conduct and Complaints Team, ensuring that resources are appropriately allocated and that staff are enabled and empowered to pro-actively seek continuous improvement.
10. Keep the Head of Student Circumstances and Casework fully informed of live student and OIA cases.
11. Ensure that learning from student cases is passed to appropriate areas of the University and that follow-up action is taken.
12. Stay informed about trends and developments in student casework, and the wider activities of the service, to ensure this knowledge is incorporated into daily working practices, where appropriate.
13. Build and maintain effective working relationships with academic staff and colleagues from across the University.
14. Lead projects relating to Student Circumstances and Casework or other areas of student administration, where required.
15. Deputise for the Head of Student Circumstances and Casework as required.
16. Develop and maintain a good understanding of other areas of the section's work in order to be able to assist at busy periods and provide operational cover in the absence of colleagues.
17. Work closely with colleagues in the wider Directorate, other University Departments and Services and the Campus Police Officer, to ensure a joined up student administrative journey.

18. Support university-wide events and initiatives pertaining to the student journey, including, but not limited to, examinations, open days, applicant visit days, clearing, induction and enrolment, and graduation. This may involve occasional working on weekends or evenings.
19. Respond constructively to occasional reasonable management requests to undertake additional duties and / or responsibilities that may not be explicitly detailed in this Job Description.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.