

# Job Description

**Job title: Head of Student Casework**

**Faculty/Directorate: Registry Services**

**Grade: H**

**Role profile: SMH1**

**Full time (37 hours per week)**

**Permanent**

	Duties of the role
<b>Overall purpose of the role</b>	<p>This role will lead and manage the Student Casework office dealing with the management of all student casework, including appeals, complaints, academic misconduct and disciplinary cases. The postholder will lead the development of a customer-focused and learning culture for student casework across the university.</p> <p>The postholder will be the primary contact with the Office of the Independent Adjudicator and will be responsible for ensuring that the university closes all cases within the timeframes laid out by the OIA and the university's own regulations. The postholder will be responsible for ensuring strict adherence to the University's regulations and procedures in these areas whilst offering a high level of customer service to students and staff.</p>
<b>Main duties and responsibilities</b>	<p><b>Student Casework</b></p> <p>Oversee the development and implementation of a customer-focused policy framework for student casework, which promotes casework as a learning opportunity for both students and the university.</p> <p>Oversee the operation of the student complaints and academic appeals processes ensuring that the university's regulations and policies are followed and that complaints and appeals are dealt with promptly and with sensitivity.</p> <p>Oversee the management of academic misconduct cases ensuring that the university's regulations and policies are followed and that outcomes are prompt and clearly communicated to students.</p> <p>Oversee the operation of the student conduct, disciplinary and fitness to practice policies and processes ensuring that the university's regulations and policies are followed and that investigations are fully documented and outcomes are clear.</p> <p>Liaise with the Office of the Independent Adjudicator on all cases, providing information requested, representing the university's best interests and resolving cases as quickly as possible. Advise the senior leadership on any issues arising from cases and potential exposure that the university may face.</p> <p>Liaise where necessary with the Legal and Information Governance teams on potential claims against the university, exercising judgment as to when they should be involved.</p> <p>Ensure that records of all cases are maintained and kept up to date on shared and secure storage locations.</p> <p>Act as a source of advice and guidance for staff across the University and promote the work of the office through briefings and meetings with professional service and academic staff.</p> <p>Develop and maintain regulation, policies and procedures in respect of student casework</p> <p>Manage budget for the Student Casework Office (SCO) and provide regular update to</p>

	Duties of the role
General Responsibilities	<p>Director of Registry Services on the SCO's budget.</p> <p>Liaise with Faculties, Security and other departments on disciplinary cases and ensure that actions taken are proportionate, risk based and in keeping with the university's policies and regulations and its responsibilities for student wellbeing.</p> <p>Take a decision-making role or act as a member of panels where appropriate on any matters relating to student academic or general behaviour or conduct.</p> <p>Deputise for the Director of Registry Services in Student Casework meetings, as and when requested by the Director</p> <p>Compile management information and reports and brief senior colleagues/university committees on trends and patterns in student casework, making recommendations on changes to policy or practice.</p> <p>Engage actively with sector wide networks and maintain an awareness of sector trends, disseminating information and best practice to the team and the wider university.</p> <p>Chair, and participate in, university committees, working groups and project teams as required.</p> <p>Represent the university externally as required.</p> <p><b>Staff</b></p> <p>Line manage staff in the Student Casework team, including recruiting and inducting staff, supporting their development, undertaking appraisals, and managing sickness and performance as required.</p> <p>Ensure that all staff are fully trained and briefed on all aspects of their role, in particular around the need for confidentiality.</p> <p>Provide inclusive, innovative and empowering leadership to the student casework team</p> <p>Set standards for the professionalism of communication to students, ensuring that it is clear, concise and easy to understand.</p> <p>Act as an ambassador and advocate for De Montfort University.</p> <p>Perform any other duties commensurate with the job grade as reasonably required from time to time.</p> <p>Treat all DMU staff, students, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</p> <p>The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</p>

# Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Qualifications &amp; Training</b>	Educated to degree level or equivalent	Essential		Y			Y
	Membership of a relevant professional body (e.g. ARC Student Casework Practitioner Group, AHEP, AMOSSHE)		Desirable	Y			
	Postgraduate qualification or experiential equivalent		Desirable	Y			Y
<b>Previous Work Experience</b>	Proven experience leading and managing a student casework or administrative service encompassing complaints, appeals, misconduct, and disciplinary processes, preferably within higher education.	Essential		Y	Y	Y	
	Experience of handling student casework within regulatory frameworks relevant to UK HE (e.g. OIA, UKVI requirements).	Essential		Y	Y	Y	
	Experience of directing complex, sensitive, and high stakes cases, requiring tact and discretion.	Essential		Y	Y	Y	
	Track record of engaging with multiple internal stakeholders, including academic staff, student welfare teams, and registry services.	Essential		Y	Y	Y	
	Experience of policy and process development and improvement, ideally related to student casework	Essential		Y	Y	Y	
	Experience of building productive and enduring relationships across different areas.	Essential		Y	Y	Y	
	Experience of interpreting and leveraging service metrics and data to enhance performance.	Essential		Y	Y		
<b>Specific Knowledge/Skills/ Abilities/ Motivation/ Attitude Required</b>	Ability to write clear and concise reports and outcomes conveying complex issues to a variety of audiences	Essential		Y	Y		
	Experience of developing and managing a team	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Demonstrated ability to interpret and apply university regulations, maintaining fairness and consistency.	Essential		Y	Y		
	Ability to handle sensitive/confidential material	Essential		Y	Y		
	Excellent organisational skills with ability to prioritise and manage own workload	Essential		Y	Y		
	Ability to work accurately under pressure and to tight deadlines whilst managing a complex varied and heavy workload	Essential		Y	Y		
	High degree of professionalism and excellent customer service skills	Essential		Y	Y		
	Ability to implement data-driven improvements in service delivery.	Essential					
	A motivated self-starter who uses a high degree of own initiative	Essential		Y	Y		
	Awareness of current HE issues and developments		Desirable	Y	Y		
Additional Requirements	Active engagement with personal development	Essential		Y	Y		
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			Y		
We are honest and Compassionate	We are open, honest and caring  We work on a trust basis  We hold ourselves accountable for our actions	Essential			Y		
We are innovative and Creative	We constantly strive for better  We challenge bureaucracy and explore digital solutions  We are innovative and creative	Essential			Y		
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			Y		

**\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence**