

# Job Description

**Job title: Student Casework Manager**

**Faculty/Directorate: Registry Services**

**Grade: F**

**Role profile: SMG2**

**Full time (37 hour per week), Permanent**

	Duties of the role
<b>Overall purpose of the role</b>	<p>To support the Head of the Student Casework Office in dealing with the management of appeals, complaints, academic misconduct and disciplinary cases. They will support the Head in liaising with the Office of the Independent Adjudicator and in ensuring that we meet their timelines in dealing with cases.</p> <p>They will manage the team of officers and administrative assistants in ensuring that there is strict adherence to the University's regulations and procedures in all areas of student casework whilst offering a high level of customer service to staff and students.</p>
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"> <li>• Lead on case management of complaints cases, including conducting investigations, liaising with students and staff as appropriate and providing specialist, detailed advice and guidance on the University's regulations and procedures relating to student complaints and the procedure.</li> <li>• Manage the casework office team to ensure casework meets published targets and develop best practice.</li> <li>• Ensure that all requests from the Office of the Independent Adjudicator are responded to within the deadlines set and that all information requested is provided.</li> <li>• Ensure that all correspondence sent from the office meets high standards of professional communication, is clear and concise and easy for students to understand.</li> <li>• 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.</li> <li>• Ensure that records of all cases are maintained and kept up to date on shared and secure storage locations.</li> <li>• 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.</li> <li>• Liaise with Faculties, the Security and others department on disciplinary cases and ensure that actions taken are proportionate and in keeping with the university's regulations and its responsibilities for student wellbeing.</li> <li>• 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.</li> <li>• 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.</li> <li>• Deliver training to staff in the wider university on all aspects of student casework</li> </ul>

	Duties of the role
General Responsibilities	<p>activity.</p> <ul style="list-style-type: none"> <li>• Ensure that all staff in the team are fully trained and briefed on all aspects of their role, in particular around the need for confidentiality.</li> <li>• Ensure that staffing rotas are managed so that there is sufficient cover to meet internal and external deadlines and that immediate advice is always available in normal working hours.</li> <li>• Take the lead in ensuring that public facing information is accurate and up to date and that it is easy for students and others to access information about student casework.</li> <li>• Act as an ambassador and advocate for De Montfort University.</li> <li>• Perform any other duties commensurate with the job grade as reasonably required from time to time.</li> <li>• 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.</li> <li>• 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.</li> </ul>

# 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 with experiential equivalent	Essential		X			X
<b>Previous Work Experience</b>	Experience of managing a team	Essential		X	X		
	Experience of building productive and enduring relationships across different areas.	Essential		X	X		
	Experience in the use of all aspects of the MS Office package	Essential		X			
	Experience of working in the higher and/or further education sector		Desirable	X			
<b>Specific Knowledge/Skills/ Abilities/ Motivation/ Attitude Required</b>	Understanding of the Higher Education sector, in particular policy and current thinking around student wellbeing and impact on student casework	Essential		X	X		
	Ability to build and maintain excellent working relationships with staff at all levels within the University	Essential		X	X		
	Good negotiating skills and ability to influence staff and students as needed	Essential		X	X		
	The ability to interpret and apply complex regulations and policies in the context of complex cases	Essential		X	X		
	Personal resilience in dealing with challenging situations	Essential		X	X		
	Discretion, tact and diplomacy in difficult situations	Essential		X	X		
	Excellent organisational skills and ability to prioritise and manage own workload whilst working accurately to tight deadlines	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	The ability to multitask on a daily basis and manage a number of cases and projects concurrently.	Essential		X	X		
Additional Requirements	Willingness to work flexibly as required.	Essential		X	X		
	Active engagement with personal development	Essential		X	X		
	Understand confidentiality and the requirements of the Data Protection Act and GDPR	Essential		X	X		
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			X		
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			X		
We are innovative and Creative	We constantly strive for better  We challenge bureaucracy and explore digital solutions  We are innovative and creative	Essential			X		
We are a community – we value and champion difference	We embrace alternative views  We treat others with respect  We tackle inequalities	Essential			X		

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