

Job Description

Student Resolution Officer

Position overview

Department	Student Regulatory Resolution Office (SRRO)
Location	Devon House, London (Hybrid role) – 3 days campus working and 2 days remote working per week
Term	Full-time; permanent
Salary Range	£30,240 per annum (depending on experience)
Benefits	The University supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme (which provides free, confidential advice on both home and work concerns) as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
Direct Reports	n/a
Reports to	Student Resolution Manager
Start	ASAP

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the

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combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

The University is seeking a Student Resolution Officer to join the newly established Student Regulatory Resolution Office (SRRO). This dedicated office is responsible for ensuring that all student related casework/investigations are conducted to a high standard. It equally seeks to achieve appropriate resolutions based upon university regulations, good practice frameworks and stakeholder engagement. We are seeking an individual who is able to contribute and meet these objectives with a solution driven mindset.

This role provides an opportunity to make a real impact. SRRO's work contributes and embeds key University values, ranging from delivering a positive student experience to maintaining an excellent standard of teaching and learning. The Student Resolution Officer will support and progress cases within SRRO's remit. This includes a range of Academic and Student Engagement processes. Processes can include:

- Academic Appeals
- Academic Misconduct
- Student Complaints
- Student Discipline
- Wider casework, including liaison with the OIA

The role holder will be required to provide efficient and effective administrative support to the Head of SSRO and Senior Management. This will include responding, monitoring and progressing cases to agreed guidelines, using a risk based approach and appropriate sensitivity. They must be able to prioritise their work, comprehend and digest formal documentation (such as policies and procedures), analyse information effectively, work to deadlines and communicate information to a range of audiences.

Due to the nature of the work, the role holder will be required to undertake casework on a range of social/community topics, including of a sensitive nature (such as alleged student misconduct which may also constitute a criminal offence).

Knowledge and experience of investigatory practices and/or university academic framework would be a distinct advantage.

Duties and Responsibilities

- Undertake the day-to-day operational administration for a range of casework and investigatory processes. This includes email inbox monitoring/correspondence, drafting letters/reports from templates and wider associated administrative tasks.
- To monitor and progress a range of casework within agreed guidelines. This can include academic appeals, academic misconduct, student complaints, student discipline and wider casework. This includes topics of a sensitive nature.
- To analyse information to a high standard.
- Acting as an initial first point of contact for SRRO users. Providing guidance/support based on policy and procedures, as appropriate

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- Engage with all appropriate internal and external stakeholders through a variety of mediums. This includes students, staff, and external agencies.
- Effectively communicate information to a range of stakeholders (such as university policies and procedures), including arranging meetings and agreed disclosures/resolutions.
- Making recommendations on potential next steps when progressing casework, where required and appropriate.
- Draft initial risk assessments using agreed templates under the direction of senior staff. Flagging any identified risk throughout the course of conducting duties of the role.
- Monitoring and completing tasks to agreed timelines and ensuring records/logs are accurate.
- To take appropriate minutes for a range of meetings, including interviews being conducted by staff with students.
- To act as secretary/note-taker to university meetings.
- Support investigating officers and staff engaging with SRRO's work, including providing appropriate administrative support and issuing approved documentation.
- Proof read and issue documentation and correspondence to a professional / high standard.
- To compile, redact and distribute casefiles/documents, where necessary.
- Ensure all duties are conducted compliantly with GDPR / data protection frameworks, sensitively and with appropriate confidentiality.
- Develop and maintain excellent working relationships with Faculty/Academic and Professional Services staff.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the Head of SRRO, for the purpose of service delivery.
- Occasional travel and work in unsociable hours may be required.

Person Specification Criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

Criteria	Details	Essential / Desirable
Education / Qualification	Undergraduate degree or equivalent in work experience	Desirable
	Educated to A-Level or equivalent standard with proficiency in English, or work equivalent experience	Essential
Experience	Working and interpreting frameworks such as regulations, policies and procedures	Essential
	Providing advice and guidance to a range of stakeholders	Essential
	Collaborating with stakeholder to reach a common objective	Essential
	Providing administrative support for academic and/or investigatory processes	Desirable
Knowledge, Skills & Abilities	Excellent written and verbal communication skills. The ability to write to a high standard	Essential
	Good analytical skills, including accuracy and eye for detail	Essential
	Ability to engage with challenging/sensitive topics.	Essential
	Ability to prioritise and organise workload	Essential
	Ability to conduct duties systematically and in accordance with established processes	Essential
	Knowledge/awareness of Higher Education policies and procedures, particularly academic and/or investigatory processes.	Essential
Personal Attributes	Demonstrable commitment to develop and learn new skills	Essential
	Self-motivated and deadline focused	Essential

Additional Information

Enquiries

Informal enquiries may be made to Joseph Mullin (joseph.mullin@nulondon.ac.uk). However, all applications must be made in accordance with the application process specified.

Application Process

Applications should be made via [this link](#) by **23:59** on **Sunday 25 August 2024**. Please reference your application **SRO0824**.

Participation in the equal opportunities section is encouraged, but voluntary.

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Applications must include a covering letter of no more than one page and a full curriculum vitae.

Please note this role may require a basic or enhanced DBS check. Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

This post is not eligible for Skilled Worker visa sponsorship.