

Job Description

Student Resolution Manager

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	£40,000 - £42,230 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	Student Resolution Officer
Reports to	Head of the Student Regulatory Resolution Office
Start	ASAP

The University is seeking a Student Resolution Manager to join the newly established Student Regulatory Resolution Office (SRRO). This dedicated office is responsible for ensuring that all student related casework/investigations/appeals 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 manage the delivery of 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 Manager will support the Head of SRRO and wider Senior Management in the effective management and progression of cases within the department's remit. SRRO's remit includes a range of Academic and Student Engagement processes. Processes include:

- Academic Appeals
- Academic Misconduct

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- Student Complaints
- Student Discipline
- Wider casework, including liaison with the Office for the Independent Adjudicator for Higher Education (OIA)

The role holder will be experienced at managing casework/investigations/appeals in at least two of the above quoted areas. This will include experience at progressing and advising on complex and sensitive cases/investigations. The role holder will apply their skill sets to casework across workstreams under the oversight and guidance of the Head of SRRO. This provides a unique opportunity for a professional to broaden and deepen their knowledge across these key areas.

To be successful in this role, you will need to have a firm understanding of investigatory/appeal requirements, analyse information effectively, digest formal documentation (such as policies and procedures), and the ability to write accurately with high levels of attention to detail.

Diplomacy, an ability to conduct duties using a risk based approach, and experience of communicating information to a range of audiences is essential.

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).

Duties and Responsibilities

Administrative and Service Delivery

- Effectively manage the day-to-day operational administration of the Department's casework. This includes email inboxes, correspondence (such as letters/reports) cases, calendars and other associated administration. Ensuring excellent and accurate record keeping.
- Acting as an initial senior point of contact for the department.
- 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. Tailoring responses as appropriate with due regard to sensitivities, data protection and safeguarding.
- Regularly review processes to ensure they are efficient and offer the best experience for the changing needs of stakeholders.
- Support the Head of SRRO in undertaking any reviews of relevant processes and procedures, to streamline and enhance service delivery. Provide own recommendations and supervise the implementation of agreed changes / enhancement tasks.
- Provide briefing and training sessions to staff on departmental remit and processes.
- Ensure a high standard of service is delivered to all stakeholders.

Casework and Management

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- Provide senior advice/guidance on the delivery of compliant casework and other enquiries relating to the department's remit. Taking into account good practice frameworks, policies and procedures, and senior direction/guidance. This includes topics of a sensitive nature.
- Maintain an excellent knowledge of relevant policies, procedures, good practice frameworks and other authoritative sources.
- Monitor, assess and conduct timely reviews of all departmental casework. Ensuring casework progresses in accordance with agreed processes and timescales. Escalating where appropriate to senior staff.
- Appropriately brief, update and escalating matters to the Head of SRRO and wider senior management (where appropriate), using a risk-based approach.
- Conduct initial risk assessments (using agreed templates) under the direction of senior staff.
- Flag any identified risk throughout the course of conducting duties or arising from a case/investigation to senior staff.
- Support colleagues to mitigate any identified risks, including implementing any decisions made.
- Support and advise investigating officers/staff engaging with SRRO's work, including providing appropriate administrative support and issuing approved documentation.
- Support the Head of SRRO with the training and development of investigating officers.
- Directly engage with investigations and panels as appropriate.
- Making appropriate recommendations on potential next steps when progressing casework, where required and appropriate.
- Draft documentation and responses (such as reports and letters) on behalf of the Head of SRRO, Senior Management and Investigating Officers – where required.
- Proactively collate and analyse information to inform decision-making, requests and recommendations required as part of the role/casework.
- Support the decision-making process for assessing appropriate disclosures, under the direction and supervision of the Head of SRRO, with due regard to data protection frameworks and safeguarding.

Line Management and Supervision

- To effectively line-manage the Student Resolution Officer (1 FTE). Ensuring appropriate work, tasks and supervision/guidance is provided. Facilitating inductions and training where needed.
- Distribute appropriate tasks, supervision and training to personnel supporting the department's work, including investigating officers.
- To act as a senior member of the team in the absence of the Head of SRRO.

General

- To act as secretary/note-taker to university meetings, including appeal and disciplinary panels.

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- To take appropriate minutes for a range of meetings, including interviews being conducted by staff with students.
- To analyse information to a high standard.
- Ensure all duties are conducted compliantly with GDPR / data protection / safeguarding frameworks, sensitively and with appropriate confidentiality.
- Foster and maintain excellent working relationships with Faculty/Academic and Professional Services staff.
- Proof read and issue documentation and correspondence to a professional / high standard.
- To compile, redact, review and distribute casefiles/documents, where necessary.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- Occasional travel and work in unsociable hours may be required

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 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.

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	Essential
	Governance, mediation, legal, investigatory qualification/training or equivalent in work experience	Desirable
Experience	Managing casework/investigations/appeals in at least two relevant areas for the department	Essential

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	Working and interpreting relevant formal frameworks and documentation. Such as regulations, policies and procedures (applicable for the role)	Essential
	Providing advice and guidance to a range of stakeholders, including senior staff	Essential
	Collaborating with a range stakeholder to reach a common objective, including senior staff	Essential
	Progressing and advising on complex and/or sensitive matters, relevant to the remit of the department	Essential
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
	Engage with challenging/sensitive topics.	Essential
	Ability to prioritise and organise workload, using a risk based approach	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
	Ability to conduct duties with diplomacy, tact and due regard to sensitivity.	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, 6 October 2024**. Please reference your application **SRM0924**. Participation in the equal opportunities section is encouraged, but voluntary.

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

Interviews are expected to take place on weeks commencing **14 and 21 October 2024**.

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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 may be eligible for Skilled Worker visa sponsorship.