

Academic Quality Officer (Student Casework and Policy)

Job Description

The Role

Job title:	Academic Quality Officer (Student Casework and Policy)
Department:	Academic Services
Responsible to:	Head of Academic Quality
Location:	Cirencester
Salary:	Grade 6 : £28,759 to £33,965 pro rata
Term:	Part-time (0.6 FTE) Permanent
Relationships with:	Academic Services teams, Students, Academic staff, panel members, other professional service teams at the University, colleagues at collaborative partner institutions, external stakeholders including the Office of the Independent Adjudicator for Higher Education (OIA).

Purpose

The postholder will manage the operational delivery of formal student casework and act as an Investigation Officer ensuring cases are resolved in a timely manner; this will include academic appeals, complaints from students, allegations of academic misconduct, breaches of the student terms and conditions (disciplinary procedures) and fitness to study procedures. Casework at the RAU will cover the full breadth of the University's provision, including our international partners, and our franchised and validated provision in the UK. The postholder will provide definitive advice and guidance to students, academic staff, panel members, partner institutions and other members of the University community on the proper implementation of casework procedures.

The postholder will also work with the Assistant Registrar (Quality, Assessment and Partnerships) to review and develop the University's academic policy framework. This will include researching and drafting academic policy and regulation in all areas of relevance to the academic and student lifecycle, including student terms and conditions. The postholder will make recommendations on best practice and provide definitive advice and guidance on the interpretation, and practical implementation, of the academic policy framework.

Key Responsibilities

1. Overseeing the effective administration and investigation of all aspects of formal student casework, including:

- Academic appeals.
- Student complaints.
- Academic misconduct.
- Breaches of the student terms and conditions (disciplinary procedures).
- Fitness to study procedures.

2. Managing correspondence with students involved in formal casework procedures, ensuring timely communication at key stages of the process.

3. Keeping comprehensive records of all formal cases, maintaining confidentiality and compliance with data protection legislation.

4. Acting as secretary to formal casework investigations, scheduling panel meetings, preparing paperwork for review and taking accurate minutes.

5. Acting as an Investigating Officer, under the authority of the Director of Academic Services, gathering relevant information regarding individual case, including witness statements.

6. Liaising with key stakeholders at the RAU, and our collaborative partners, regarding the status of individual cases and the overall active caseload. This will include the Director of Academic Services, Head of Student Services and key professional service contacts at our collaborative partners in the UK and overseas.

7. Monitoring, analysing, and reporting on the University's formal casework procedures to ensure they are effective, fit for purpose and are aligned to best practice in the sector.

8. Providing advice, guidance and training to staff involved in formal casework (e.g., Investigating Officers, Panel Members etc.) regarding the proper interpretation and implementation of formal casework procedures so that they can fulfil the responsibilities of these roles effectively.

9. Engaging in relevant sector-wide networks. Acting as a point of contact with the Office of the Independent Adjudicator for Higher Education, ensuring that we co-operate with the requirements of the student complaints scheme in England and Wales.

10. Coordinating the review and enhancement of the University's academic policy framework including:

- Academic Regulations.
- Student terms and conditions.
- Academic policy and procedures.

11. Drafting academic policy; drawing on best practice in the sector to ensure our policy is well structured, consistent, and easy to understand.

12. Providing advice, guidance, and training to staff regarding the proper interpretation and implementation of the University's academic policy framework.

13. Making a significant contribution to the work of the team. Supporting the overall objectives of Academic Services, assisting other areas as and when required.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.

- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Educated to degree level, or equivalent	Essential	Application form
A professional qualification in Higher Education administration	Desirable	Application form
Demonstration of continuous professional development and keeping abreast of sector practices	Essential	Application form
Knowledge, Experience and Skills:		
Considerable experience in Higher Education administration, demonstrated through relevant roles at a similar level.	Essential	Application form Interview
Knowledge of the role and remit of relevant sector bodies including: <ul style="list-style-type: none"> • Office for Students (OfS) • Quality Assurance Agency (QAA) • Office of the Independent Adjudicator for Higher Education (OIA) 	Essential	Interview
Experience of managing investigations efficiently and the administration of casework, including the application of complex regulations to specific situations.	Essential	Application form Interview
An understanding of effective stakeholder management techniques with experience of providing a supportive approach when dealing with difficult stakeholders.	Essential	Application form Interview
Experience of researching and developing policy including an understanding of how to build an integrated policy framework.	Essential	Application form Interview

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Ability to work independently, with minimal supervision, and on own initiative.	Essential	Application form Interview
Excellent written communication skills, including an ability to write clearly and concisely with a consistent tone of voice that is appropriate for the audience.	Essential	Application form Interview
Ability to deal with people with diplomacy and tact, and to respect strict confidentiality, awareness and sensitivity to risk and its management	Essential	Application Interview
Experience developing training materials or delivering in-person training.	Desirable	Application form Interview
Excellent IT skills including a comprehensive grasp of Office suite applications	Essential	Application form Interview

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Susanne Wilson -Head of Academic Quality Susanne.Wilson@rau.ac.uk
- Closing date:** Tuesday 13th August 2024 with **Interviews during:** week commencing 19th August
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level