

Academic Quality Casework Manager

Job Description

The Role

Job title:	Academic Quality Casework Manager
Department:	Academic Services
Responsible to:	Head of Academic Quality
Location:	Cirencester
Salary:	Grade 7 - starting at £34,610 and progressing to £41,064 Please note: it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.
Term:	Full-time, permanent
Relationships with:	Academic Services teams, students, academic staff, other professional services 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 in accordance with University policies and procedures and sector guidance; this will include academic appeals, complaints, allegations of academic misconduct, breaches of the student terms and conditions (disciplinary procedures) and fitness to study procedures. Casework at the RAU covers the full breadth of the University's provision, including our UK and international partners. The postholder will provide expert advice, guidance and training 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 line manage the Academic Quality Officer (Casework & Policy).

The postholder will also work with the Head of Academic Quality 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.** Leading and managing the effective investigation and administration 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 and sensitive communication at key stages of the process.
- 3.** Responsibility for the collection, retention and secure sharing of comprehensive records of all formal cases, maintaining confidentiality and compliance with data protection legislation.
- 4.** Line-management of the Academic Quality Officer (Casework & Policy), and co-ordination with the wider team to support other areas at key times of the year.
- 5.** Arranging secretarial cover for formal casework investigations, scheduling panel meetings, preparing paperwork for review and taking accurate minutes.
- 6.** Acting as an Investigating Officer or Casework Manager, under the authority of the Director of Academic Services, gathering relevant information regarding individual cases, including witness statements.
- 7.** Liaising with key stakeholders at the RAU, and its collaborative partners, regarding the status of individual cases and the overall active caseload. This will include guiding and advising key senior colleagues in the correct interpretation and application of casework policy.
- 8.** Monitoring, analysing, and reporting on the University's formal casework procedures to ensure they are effective, fit for purpose and aligned to best practice in the sector. This will include reporting to key academic committees such as Academic Quality & Standards Committee (AQSC) and Academic Board, plus Governing Council and authorised external agencies such as the Office for Students (OfS) and OIA.
- 9.** Providing advice, guidance and training to staff involved in formal casework (e.g., Investigating Officers, Panel Members) regarding the proper interpretation and implementation of formal casework procedures so that they can fulfil the responsibilities of these roles effectively. Provide information to students to ensure they are aware of conduct processes and approaches.
- 10.** 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.

11. Leading the review and enhancement of the University's misconduct and disciplinary policies, drawing on best practice in the sector to ensure RAU policies are well structured, consistent, and easy to understand whilst also developing and implementing new initiatives that strengthen the University's overall approach to student casework management.

12. 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

Qualifications	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Task
Educated to degree level, or equivalent experience	Essential	A
A professional qualification in Higher Education administration	Desirable	A
Demonstration of continuous professional development and keeping abreast of sector practices	Essential	A

Knowledge, Skills & Experience	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Task
Considerable experience in Higher Education administration, demonstrated through relevant roles at a similar level.	Essential	A, B
Knowledge of the role and remit of relevant sector bodies including: • Office for Students (OfS) • Quality Assurance Agency (QAA) • Office of the Independent Adjudicator for Higher Education (OIA)	Essential	A, B, C
Experience of managing investigations efficiently and the administration of casework, including the application of complex regulations to specific and complex situations	Essential	A, B
Experience of casework administration, including the application of complex regulations to specific and sometimes complex situations	Essential	A, B, C

An understanding of effective stakeholder management techniques with experience of providing a supportive approach when dealing with difficult stakeholders	Essential	A, B
Demonstrable policy development experience (drafting, consultation, implementation, review)	Desirable	A, B
Ability to work independently, with minimal supervision, and on own initiative.	Essential	A, B, C
Outstanding written and verbal communication skills, and the ability to convey complex outcomes clearly and empathetically	Essential	A, B
High integrity and impartiality, and the ability to use sound judgment under pressure	Essential	A, B, C
Ability to deal with people with diplomacy and tact, and to respect strict confidentiality, awareness and sensitivity to risk and its management	Essential	A, B
Experience of developing training materials and delivering in-person training.	Desirable	A, B
Excellent IT skills including a comprehensive grasp of Office suite applications	Essential	A, B

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 Laura Butler, Head of Academic Quality (laura.butler@rau.ac.uk)
- Closing date:** 13 September 2026 with **Interviews on:** 24 September 2026
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.

- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.
- **Please note:** it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.

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