

## Job Description

<b>Job Title</b>	Student Caseworker and Safeguarding Officer Fixed Term – 12 months Part-time – 22.5 hours per week
<b>Salary Scale</b>	Scale 7 (SCPs 27 – 29)
<b>Responsible To</b>	Director of Students
<b>Responsible For</b>	N/A
<b>Number in Post</b>	1
<b>Date Drafted</b>	February 2024

### Job Purpose

To support the Director of Students in the operation and delivery of high-quality student casework. Managing all cases related to Student Discipline, Code of Conduct, Fitness to Study, Academic Appeals and Complaints.

This role is critical in facilitating the Institute’s aim to create a highly professional support service for student casework management and ensuring that the Institute’s approach to casework management is robust, compliant with all regulatory frameworks and meets the needs of our students and stakeholders.

To take the lead on all casework related policies within TDAP task and finish groups.

### Major Tasks

1. Assist the Director of Students in the casework management of all student cases relating to Discipline, Code of Conduct, Fitness to Study, Academic Appeals and Complaints.
2. To lead a review of all policies and procedures within the Student Casework remit. This will include, for all areas of student casework:
  - a) Undertaking a Plain English review of texts.
  - b) Establishing where there is commonality across separate procedures which could be standardised.
  - c) Making recommendations to the Academic Board for procedural change where appropriate.

- d) Ensuring that the Student Casework team's policies, procedures and practices are compliant with existing regulatory frameworks and good practice guidance.
3. To ensure that high quality guidance is available to support both students and staff through all areas across student casework.
    - a) Enable students to easily navigate through and understand student casework procedures.
    - b) Ensure there is a clear framework in place to enable staff to effectively undertake their duties relating to student casework.
  4. To act as a Deputy Designated Safeguarding Lead.
  5. Undertake duties common to all staff.

## Job Activities

### Major Task 1: Assist Director of Students with Casework Management

1. To be responsible for student casework, providing a professional and student focused approach. Including communication with students, policy development, projects and governance.
2. Responsibility for managing all student cases including stage one complaints, with emphasis on early resolution and capturing lessons learnt.
3. Ensuring that student cases are considered in a fair and appropriate manner, in compliance with all relevant regulatory frameworks.
  - a) Supporting students with the individual processes, including internal and external referral to relevant support services.
  - b) Supporting staff and ensuring that casework timeframes are adhered to.
  - c) Providing regulatory advice to staff and students about all stages of the various policies and associated processes.
  - d) Maintaining detailed records relating to active and archived cases including precedents in the resolution of cases.

### Major Task 2: Policy Review and Regulation

1. Support activities for continuous improvement and draw on forms of student feedback to influence the overall student experience.
2. Providing specialist support with accurate and succinct advice and guidance to complaint investigating officers to enable them to make informed decisions on cases.

### **Major Task 3: Advice and Guidance**

1. Have a working knowledge and understanding of regulatory guidance for handling student casework, such as the Office of Independent Adjudicator (OIA).
2. Supporting the Director for Students, as Point of Contact for the University, with respect to complaints which are submitted for review to the Office of the Independent Adjudicator (OIA).
3. Be a point of contact to provide specialist advice and support for all areas of student casework.
4. Attend designated student panel hearings and casework meetings as required. This includes providing regulatory guidance and advise to inform the decision making of the panel.
5. Drafting clear and accurate letters of response to students and complainants.
6. Supporting the Director of Students with a suite of staff development training sessions and guidance documents relating to Student Casework and associated policies.

### **Major Task 4: Safeguarding**

1. To act as a Deputy Designated Safeguarding Lead when required.
2. Providing Institutional advice and guidance on Safeguarding.
3. Maintain the Safeguarding Policy and process and liaise with HR on Safeguarding Training.

### **Major Task 5: Common Duties**

1. To work flexibly including contributing to work projects of a general nature and providing cover for other staff.
2. To participate in staff appraisals and training programmes as required.
3. To always carry out duties with due regard to Equality, Diversity and Inclusion, Health and Safety and other Institute policies as agreed and revised from time to time.
4. To undertake other duties from time to time that as deemed necessary and relevant by your line manager, and which are within the remit and scope of your grade.

**Notes:**

This job description will be reviewed annually as part of the appraisal process and may be varied in the light of LIPA's changing business needs. The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations occur occasionally and cannot justify any reconsideration of the grading of the post. Changes will be made in consultation with the individual.

**Location:**

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within his / her competence, such jobs being in his / her present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

**Hours:**

Part-time - 22.5 hours per week.  
Full year or term-time will be considered.

## Person Specification – Student Caseworker and Safeguarding Officer

		To be identified by:
<b>Education and Qualifications:</b>		
Educated to Degree Level (or equivalent) or will hold substantial relevant professional experience.	E	Application Form/Qualification Certificates
<b>Experience / Knowledge:</b>		
Experience in student administration, within a HE setting, or a similar environment.	E	Interview/Application
Able to demonstrate in-depth knowledge of specialist area and to provide support and guidance to others.	E	Interview/Application
Experience in student casework and knowledge of the OIA	E	Interview/Application
Experience of managing and improving casework processes and systems.	D	Interview
<b>Skills and Ability:</b>		
Excellent communication skills and strong 'customer' focus. Able to present complex regulatory requirements in a way that non specialists can understand.	E	Interview/Application/ Presentation
Able to use initiative to identify where changes are needed and make appropriate recommendations. Willing to participate in project work to improve administrative systems.	E	Interview/Application

A strong team player. Proactive and able to prioritise and manage deadlines effectively, planning ahead for the short and medium term.	E	Interview/Application
Able to demonstrate a flexible approach in a changing environment and to facilitate change in a team setting across multiple stakeholders.	E	Interview/Application
Able to work with accuracy and attention to detail.	E	Interview/Application
Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.	E	Interview/Application
Proven ability to work well under pressure to tight deadlines.	E	Interview/Application/ Presentation
<b>Training:</b>		
A strong commitment to personal development.	E	Interview/Application
A willingness to undertake further training as appropriate, and to adopt and implement new procedures.	E	Interview/Application
Undertaken Safeguarding training to either L2 or L3.	D	Application
<b>Commitment:</b>		
To LIPA's Equality and Diversity policies and practice.	E	Interview/Application
Enthusiasm and flexibility in their role with a 'can do' attitude.	E	Interview/Application

Passionate about improving the student experience.	E	Interview/Presentation
Committed to enhancing the profile of Equality, Diversity and Inclusion.	E	Application Form/Interview