



# Student Casework Manager

At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that. We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students. Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

## Job description

### Position details

**Job title:**

Student Casework Manager

**Grade:**

H

**Department:**

Registry

**Line Manager Job Title:**

Head of Registry

### Job Purpose

The Student Casework Manager plays a key role in supporting a peerless Student Experience at Regent's University London by overseeing the effective management and decision-making of student cases, including Exceptional Circumstances, Misconduct & Appeals.

Acting as a key point of coordination across academic schools and professional services, the casework team ensures that student issues are handled promptly, fairly, and in accordance with university policies and sector good practice. The role combines high-level judgment, strong interpersonal skills, and meticulous attention to detail, enabling the Student Casework Manager to guide complex cases to resolution and contribute to a positive, student-centred culture across the institution.

Overseeing a small team, the postholder will have line management responsibilities and will develop robust & compliant processes within the Casework area, in addition to being a point of escalation and liaison with relevant external bodies such as the OIA. The post-holder will ensure that all casework decisions stand up to external scrutiny (regulatory and/or legal).

**The Regent's Way** is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



We strive for excellence  
We don't fear failure; we learn from it  
We challenge ourselves



We're better together  
We create synergy when we collaborate  
We celebrate our successes



About people, cultures, ideas  
We're inclusive and welcoming of new perspectives  
We encourage learning and growth

## Main responsibilities

- 1 Responsible for ensuring fair, reasonable, and pragmatic decisions made in relation to student casework that stand up to external scrutiny (either UK Courts or regulatory bodies). All decisions must be transparent, clearly articulated, and in line with both University regulation and sector good practice.
- 2 Use extensive knowledge, expertise, and unwavering commitment to fairness and balance in relation to higher education student casework to contribute to effective revision and application of Academic Regulations and Policies. The postholder will be asked to comment on and suggest amendments to both Regent's University London's Academic Regulations and Policies, and those of our collaborative partners.
- 3 Responsible for the effective management of student casework for Regent's students and (as relevant) for final stage collaborative partner student casework. Investigating simple & complex cases, interpreting policy, preparing evidence, and providing clear guidance to staff, students, panels, and senior management. Ensuring that the processes and practices are effective, providing the highest quality professional service focused on the needs of stakeholders
- 4 Provide clear, tactful & professional communication for staff and students involved in investigations or matters of a sensitive and personal nature, ensuring that students are signposted to support mechanisms as appropriate.
- 5 Ensure that panels, investigators and decision makers have clear procedural guidance and are supported to deliver tasks in line with Regent's Academic Regulations and Policies
- 6 Use extensive and expert knowledge of Regent's University London's Academic Regulations and Policies to represent Registry at a range of committees, panels, working groups, and other forums as designated by the Head of Registry.
- 7 Oversee Casework related stakeholder information and guidance, such as guidance on intranet pages. Identifying opportunities to improve understanding and signposting.
- 8 Ensure that the workflow of student casework is well-planned and in line with the annual business cycle, and meets external demands regarding timescales (E.g. OIA and/or OfS), and internal Service Level Agreements.
- 9 Contribute to, and be responsible for, the operational implementation of policies, strategies and frameworks that relate to student casework operational functions of Registry (e.g. Student complaints, Academic Appeals, Exceptional Circumstances, Academic Misconduct, General Misconduct, and suspension matters).
- 10 Work with the Head of Registry to facilitate cross-functional teamwork to ensure timely and effective support for students and staff supporting students, including the development and delivery of whole-university training on (for example, conducting effective investigations and vivas)

- 11** Line management - building and enhancing engagement with casework staff within the department through feedback, involvement and excellent communication, putting in place relevant strategies and actions to ensure staff feel motivated and valued. Undertaking PDRs, providing appropriate support and development, and modelling the values of a Regent's leader.
- 12** Actively and consistently review the tasks and responsibilities of the team against others within the University to enable cross University working and efficiency in processes and to support and provide excellence in the student experience.
- 13** Responsibility for provision of quality management information regarding student casework (both from internally held data, and that held by external agencies such as the OIA). Provide analysis and interpretation of information to enable organisational decision making, including the strategic shape of student-facing regulations, policies, and process.
- 14** Be responsible for using data to contribute to continuous improvement across the University and within the Registry that enhance student casework and support of students undergoing disciplinary and conduct review
- 15** Oversee the implementation, operation, and maintenance of accurate student casework tracking, including timely responses in accordance with challenging SLAs. This includes oversight of the storage, sharing, retention and destruction of confidential and sensitive personal data in accordance with University expectations and legislation.
- 16** Be the University's Casework expert providing current, informed advice and guidance to the university's senior leadership team including in regards to external expectations and good practice (e.g. OIA) and offering pragmatic, proportionate, and reasonable solutions that are student-centred.
- 17** Act as a Deputy for the Head of Registry, when required and where appropriate to the role.
- 18** Contribute to building a vibrant campus community by taking real accountability, collaborating with colleagues across the university and constantly adding value. Foster an inclusive, sustainable and safe environment for all through our EDI, Health and Safety and B-Corp initiatives and policies.
- 19** To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

# Person specification

## 1. Position details

<b>Job title: Student Casework Manager</b>
<b>Grade: H</b>
<b>Department: Registry</b>
<b>Line manager job title: Head of Registry</b>

## 2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
<b>Qualifications &amp; training</b>		
A first degree or equivalent experience	E	
<b>Experience</b>		
Experience of delivering continuous improvements in practices, procedures and policies.	E	
Demonstrable experience of effective management of processes and procedures, with a track record of working to tight deadlines.	E	
Experience of using SITs or other equivalent student record systems in respect to student and casework data.	E	
Experience managing information / data, conducting analysis, and reporting on findings	E	
Proven track record of overseeing or issuing outcomes that are fair, proportionate, in line with relevant Regulation or Policy	E	
Demonstrable experience of Plain English written communication	E	
Experience of maintaining comprehensive case-records		D
Experience managing teams		D
Experience of liaising with external bodies such as the OIA and policy		D
<b>Knowledge, skills &amp; competencies</b>		
An excellent understanding and experience of management of the Registry functions, in specific student records and casework.	E	
Proven ability to lead and develop high-performing teams	E	
Highly developed administrative & organisational skills	E	
Knowledge & application of Data Protection legislation	E	
An excellent understanding of UK Higher Education quality management		D

**General attributes & personal qualities**

Creative problem-solver with the ability to innovate to deliver tangible positive outcomes	E	
Shows initiative, manages own workload effectively, delivers against own commitments and follows through on tasks to completion in a timely manner	E	
Excellent communication skills both verbal and written	E	
Manages routine processes and procedures effectively, is highly organised, prioritises tasks and meets deadlines	E	
Works collaboratively and has a 'can do' mentality	E	
Outstanding leadership and management skills with the ability to build and motivate teams effectively	E	
A commitment to maintain high standards of customer service aimed at delivering an excellent student experience	E	