



Student Casework Officer

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 Officer

Grade:

F

Department:

Registry

Line Manager Job Title:

Student Casework
Manager

Job purpose

To deliver both high level and deep knowledge related to a range of Academic Regulations as applied to active and complex student casework. This includes effective record-keeping and communication of complex decisions in a student-centred and compassionate way across multiple teams.

To maintain and provide timely and accurate information to support student casework and provide practical suggestions for continuous improvement of processes throughout the academic cycle. The post holder will require up-to-date knowledge of the regulatory sector in terms of academic standards with particular reference to the work of the Office for Students, and relevant professional and statutory bodies.

Additionally, the Student Casework Officer will contribute to the knowledge base of the Registry and the University through the sharing of information.

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 Use deep and applied knowledge of current Academic Regulations and Policies to make decisions at all stages across a range of processes, including to contributing to effective resolution and problem solving of casework.
- 2 Provide effective administrative support for student casework (including panel coordination) linked to the University's Academic Regulations and Policies e.g. Misconduct, Exceptional Circumstances, Appeals and Complaints. Working alongside colleagues in the Student Casework Team, wider Registry, and across the University as appropriate to deliver this.
- 3 Make casework decisions at all stages of and in line with the Academic Regulations that can withstand external scrutiny.
- 4 To become fully conversant with the confidential collection, storage and dissemination of student casework data e.g. GDPR and relevant data protection legislation including maintaining good practice of the same.
- 5 Contribute to effective daily management of shared Registry email inboxes responding to queries using specialist advice and knowledge, escalating or delegating queries appropriately.
- 6 Ensuring clear, transparent and accessible publication of information and guidance in support of Academic Regulation and policy. This may include contributing to and/or delivery of training and updating SharePoint intranet materials.
- 7 Communicate - with compassion - accurate advice and guidance to students and colleagues across the University on Casework related procedures and processes, seeking support as necessary in doing so, to ensure the timely and accurate provision of information.
- 8 To produce regular and accurate information regarding student casework across all Academic Regulations and Policies e.g. volume, outcome and escalation of cases.
- 9 Maintain competent knowledge regarding internal and external practice relating to complaints, appeals e.g. through engagement with external agencies such as OFS, QAA, OIA, ARC.
- 10 To provide Registry support as required (e.g. holiday cover, sickness cover and peak periods) and participate in key University wide activities (e.g. Graduation).
- 11 Assist with the annual review and development of the University's academic regulations and associated policies.

- 12** To undertake any other duties, appropriate to the grade, that may reasonably be requested from time to time by the Casework Manager and/or Head of Registry. For example, use of the University's financial procedures and systems in respect of processing invoices.
- 13** 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.

Person specification

1. Position details

Job title: Student Casework Officer
Grade: F
Department: Registry
Line manager job title: Student Casework Manager

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Undergraduate degree or equivalent professional qualification/experience and skills	E	
Experience		
Experience of providing a high level of administrative support, handling sensitive, confidential, personal data.	E	
Experience of working in a high pressure, customer contact environment	E	
Experience working in casework, ideally within a UKHE administration environment		D
Experience of using SITS or other equivalent student databases in respect to student and course data		D
Demonstrable experience of communicating complex regulatory policy process in plain English.		D
Demonstrable experience of ability to co-ordinate a wide and often competing range of administrative duties to internal and external deadlines	E	
Knowledge, skills & competencies		
Recent relevant knowledge of policy and regulations, preferably in a UKHE environment.		D
Excellent written and oral communication skills, computer literate (e.g. Microsoft Word, Excel, SharePoint, databases)	E	
Ability to establish and maintain good working relationships with a high level of customer care with both internal and external stakeholders	E	
Ability to display tact and discretion at all times, particularly when handling confidential matters (including a good knowledge of GDPR requirements)	E	
Able to maintain a high standard of accuracy under pressure, with a good eye for detail	E	
Able to think logically and effectively apply relevant knowledge to solve complex problems		D
Able to prioritise workloads, with good time management skills	E	
Ability to work as part of a team	E	

General attributes & personal qualities

To be motivated by the idea of a rapidly changing environment and be adaptable enough to cope with job variations	E	
Committed to continuing personal and professional development	E	
