

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Senior Administrator College Complaints and Compliance

**Accountable to:** Head of Academic Registry  
(Reporting to Student Complaints Appeals and ECs Officer for student complaints)

**Contract Length:** Permanent

**FTE/Hours:** 1.0 / 35

**Weeks per year:** 52

**Salary:** £34,326 - £42,155 per annum

**Grade:** 4

**College:** Central Saint Martins

**Location:** Kings Cross and Archway

### Purpose of Role:

The postholder will be responsible for supporting the investigatory process for student and third party complaints; student disciplinary cases; third party complaints and may also be called upon to support staff complaint investigations as required.

The postholder will also be the College's Local Information Manager, acting as first point of contact for all matters pertaining to the implementation of university policies and procedures in relation to the General Data Protection Regulation (GDPR) and the Freedom of Information Act (FOI). In addition, the postholder will manage the College's paper-based archiving, including arrangements for safe, efficient and effective off-site storage and secure disposal in accordance with University retention requirements.

### Duties and Responsibilities:

#### Complaints

- To support the Student Complaints Appeals and ECs Officer and the Deans with the investigation into student complaints at College level and support the Deans with the investigation into student disciplinary cases at College level. This will include:
  - case work support, acting as Investigator for student complaints, student disciplinary and third party complaints (and appeals against assessment decisions as required by Head of Academic Registry or Quality Manager)
  - undertaking interviews with students, staff and other witnesses; clerking meetings and writing up investigation findings/report
  - provide authoritative advice to academic and support staff, students and third parties on the appropriate UAL procedures.

#### Compliance

- To act as the College's Local Information Manager and represent the College at UAL meetings, working with the College Information Asset Owner (IAO) to ensure best practice and compliance with relevant legislation across the College in relation to GDPR and FOI.
- To acquire and continuously update an effective working knowledge of the principles of GDPR and FOI legislation and a detailed knowledge of the University's current policies as set out in UAL's Data Compliance Manuals, ensuring that these are effectively promoted and adhered to across the College.
- To brief staff and ensure there is an understanding of complex regulations surrounding GDPR, FOI and University policy.
- To identify and deliver GDPR and FOI awareness training as required in departments/College.
- To feedback information to the University Data Protection Officer and/or the College Information Asset Owner (IAO) as appropriate to support the continuous updating of the manuals to ensure their currency, report potential reputational or material risks, security breaches or issues and identify related training needs.
- To be the principal point of liaison within the College for Subject Access Requests (SARs) and FOI

queries, providing the required information to the relevant university office.

- To be the principal point of liaison with information holders across the College to ensure that searches for information required by LAD in order to respond to DP subject access requests and/or FOI requests for information are carried out thoroughly and within the required timescale.
- To undertake the investigation of security breaches, seeking advice and assistance from the Legal Affairs and/or IT departments as necessary.
- To maintain a register of queries and assist in the maintenance of an information asset register.

### **Archiving**

- To manage the College's paper-based administrative archiving including: developing guidance on paper-based archiving; introducing and implementing an annual cycle for accepting it into local storage, dispatching it to off-site storage or shredding it (as appropriate) and secure disposal of material stored off-site (all in accordance with College/UAL retention procedures).
- To be an effective first point of contact / ongoing liaison with academic and administrative staff on implementation of the College's procedures for paper-based archiving.
- To actively promote and work with college staff to work towards paperless environment

### **Other**

- To act as Clerk to Examination Boards and the sub-groups thereof as required, advising the Chair on regulations and preparing minutes in accordance with University requirements.
- As a member of staff in College Resources and Administration team the postholder may be asked to assist in other areas of the department's work in order to maintain required levels of service during College wide activities such as Examination Boards, Committees, Graduation and Enrolment. This may require working temporarily at another site during these events.

### **General**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- *Director of College Administration (who is also the IAO)*
- *Student Complaints Appeals and ECs Officer and Quality Manger*
- *Head of Academic Registry and registry staff*
- *Deans and other academic colleagues; Directors*
- *UAL Data Protection Officer*
- *UAL Legal Department; Academic Registry; IT;*

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** None

**Other:**

***Please complete...***

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

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Shortlisting will be based on evidence (with appropriate examples where necessary) you provide in your personal statement to demonstrate clearly how you meet the following criteria

<b>Person Specification</b>	
Specialist Knowledge/ Qualifications	Undergraduate or relevant equivalent degree  Working knowledge of academic administration processes and policies  Minimum working knowledge of GDPR and FOI legislation
Relevant Experience	Experience of clerking and recording minutes and notes of meetings  Experience of student administration in Higher Education, in particular an understanding of assessment policy and regulation within the higher education sector.  Experience of effective use of institutional student (or similar) records systems / databases
Communication Skills	Communicates effectively orally, with excellent and proven writing skills.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

**Last updated July 2018**