

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Student Complaints, Appeals and ECs Officer	Salary: £34, 326 - £42,155
Contract Length: Permanent	Hours/FTE: 35
Grade: 4	Location: London College of Fashion
Accountable to: Quality Manager	College/Service: ADS

Purpose of Role:

To manage, co-ordinate and monitor all student, complaints, appeals, academic misconduct and extenuating circumstances at College level in accordance with the procedures and regulation of UAL.

The role holder will be expected to contribute to the overall effective service delivery of providing information and support to ensure a high quality student experience through the delivery of advice, guidance and support to students, administrative and academic colleagues in accordance with agreed standards.

Main Responsibilities:

- Receive complaints and appeals submitted by students at the College and consider each case in accordance with the relevant procedures.
- Ensure effective and consistent case management by establishing and maintaining robust records and systems related to complaints and appeals
- Ensure effective coordination of the Academic Misconduct and Extenuating Circumstances processes through robust clerking, record keeping and tracking through Exam Boards and communication with Programme Teams
- Liaise with the University Complaints and Appeals Units as necessary at the appropriate stages within the Procedures
- Provide clear advice to staff and students on complaints, appeals and compliance matters.
- Monitor the progress of complaints and appeals investigations, coordinating information/documentation as appropriate and advising Head of College, Deans, Director of Finance, Head of Assessment and Quality, Academic Registrar and University Secretary and Registrar as necessary.
- Prepare letters of response to complainants and appeals according to standard templates
- Compile an annual report of complaints and appeals according to the format specified by the University Secretary and Registrar's Office
- Coordinate a centralised system for those complaints that are raised and addressed informally in terms of tracking, record keeping, and monitoring possible student communication
- Provide support as necessary to the University Complaints Review Panel and University Appeals Committees
- As a member of the University Complaints, Appeals, Academic Misconduct and ECs network attend regular meetings representing the College and supporting the consistent implementation of policy and process, as well as being involved in the development of University Policy and Process
- Delivering training, briefing and presentations to academic and administrative colleagues to ensure shared understanding and consistency in delivery and implementation of UAL policy and process

- To support the work of the College Quality Team as required

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
- Work flexibly and provide cover for colleagues to meet variations, peaks and troughs in workloads. This may require working temporarily at another site during these times
- As a member of staff in Academic Registry you may be asked to assist in other areas of the department’s work in order to maintain required levels of service during University-wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.
- 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
- Head of Academic Registry
- Senior Programme Administration Manager: Assessment and Exam Boards
- Deans
- Programme Directors
- Quality Assurance Team
- Complaints Appeals and Assessment Manager
- University Academic Registry

Specific Management Responsibilities

Budgets:

Staff:

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____

(Recruiting Manager)

Person Specification	
Specialist Knowledge/ Qualifications	<p>First degree or equivalent</p> <p>Working knowledge of academic administration processes and policies</p> <p>Experience of servicing formal meetings including clerking and minute writing</p>
Relevant Experience	<p>Demonstrable experience of working in HE / FE administration, ideally within Quality Assurance, coupled with ability and experience of working independently</p> <p>Experience of academic appeals within the higher education sector</p> <p>An understanding of assessment policy and regulation within the higher education sector.</p> <p>Experience of effective use of institutional student (or similar) records systems / databases</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media</p> <p>Able to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly used in own area of work</p> <p>Able to deliver presentations, briefings and training to groups of administrative and academic colleagues</p>
Leadership and Management	
Research, Teaching and Learning	
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
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

