



JOB DESCRIPTION	
Job Title	Senior Student Experience Officer
Department	Registry
Grade	D
Location	Guildhall School of Music and Drama
Responsible to	Assistant Registrar (Student Experience)

Purpose of Post

Working closely with the Assistant Registrar (Student Experience), the Senior Student Experience Officer will be responsible for responding to, monitoring and progressing assigned cases in accordance with agreed guidelines, using a risk-based approach and with sensitivity to ensure the health, safety and wellbeing of those involved are factored in all cases. The role-holder will be process driven, with a compassionate mindset and provide high-quality administrative support in relation to the following areas of casework:

- Student Complaints
- Academic Appeals
- Student Discipline
- Fitness to Study
- Fitness to Practice

Proactivity and a demonstrable ability to engage with a range of stakeholders both internally (for example Students' Union, Departments, Safeguarding) and externally (for example the Office of the Independent Adjudicator) is paramount in order to contribute to the School's objective of enhancing the student experience.

The post will provide efficient and effective support to management in the delivery of the work in these areas, including the development of student compliance regulations, policies and procedures within the School. Further, the role holder will be expected to provide advice and guidance to Departments and other Professional Services on the application of policies and procedures related to casework.

Main Duties & Responsibilities

The following duties are not shown in order of priority or frequency, nor is the list exhaustive, but rather an indication of the type and level of duties expected of the post holder.

Student casework administration (procedures from initial enquiry to completion)

1. To provide high-quality administrative support in student complaints, student discipline, fitness to study, fitness to practice, including drafting responses and making recommendations where required, to progress a given case as well as ensuring accurate record keeping.
2. Receive reports and complaints and where needed work with Safeguarding and the Assistant Registrar (Student Experience) to draft initial risk assessments and consider if any initial action should be recommended.
3. Initiate support for senior staff in the consideration and implementation of any initial actions by flagging any high-risk cases, drafting letters and reports, undertaking correspondence with parties involved, keeping a log of all communications and any other actions as required.
4. Proactively communicate with all parties sensitively, and in a timely manner, keeping students informed of action and next steps where appropriate, and ensuring that health, safety and wellbeing is considered at all times.
5. Support the Assistant Registrar (Student Experience) and other senior staff by proactively seeking updates on cases from internal and external sources and providing updates when appropriate throughout the duration of a case.
6. Assist the Assistant Registrar (Quality Assurance) with Academic Appeal casework as required, including investigations, writing reports and outcome letters, and supporting Stage Three academic appeals.
7. Investigate and respond to requests for information from the Office of the Independent Adjudicator (OIA) including management of complaints via the OIA.

Development of regulations, policies and procedures in areas related to student casework

8. Disseminate information and guidance on developments within the Higher Education sector in relation to these areas of work. Continuously review procedures and systems and identify and recommend improvements as necessary to meet sector requirements.
9. Maintain and update a web presence that accurately reflects regulations and procedures in areas related to casework to ensure accessibility and transparency. Review and maintain all information, procedures and documents contained in the web pages to improve the user experience.
10. To support and contribute to updating regulations and policies by coordinating reviews, researching best practice and providing assistance with consultations and drafting guidance.
11. Assist in the preparation of papers for School committees to include drafting reports, collating information from a variety of sources and presenting it in an accessible and logical manner.

Training and support for colleagues carrying out investigations

12. Maintain the list of Investigating Officers and relevant information relating to training and case involvement.
13. Act as a first point of contact for queries from staff in relation to procedures or regulations. Provide guidance and support as required and escalate more complex requests to the Assistant Registrar (Student Experience).
14. Support the Assistant Registrar (Student Experience) in the organisation of all training for students and staff involved in casework. Assess such events and recommend improvements for future sessions.

Other casework administration

15. To assist the Assistant Registrar (Student Experience) with managing Freedom of Information (FOI) requests on behalf of the Student Experience Directorate.
16. To assist the Assistant Registrar (Student Experience) with managing subject data access requests within the Student Experience Directorate

Support with core Registry tasks

17. The role holder will be an integral member of the Registry team and assist with core Registry tasks during busy periods including but not limited to:
 - i. The provision of student data reports.
 - ii. Enrolment.
 - iii. Assessment, certificates and graduation.
 - iv. Student enquiries
 - v. Sharing the cover for key registry tasks in the absence of a colleague.

Undertake other duties as required from time to time

18. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
19. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
20. To undertake any other duties that may reasonably be requested appropriate to the grade.



PERSON SPECIFICATION	
Job Title	Senior Student Experience Officer
Department	Registry, Guildhall School of Music & Drama
Grade & Level	Grade: D Level:
Trent Position Number	

Please find below the key skills and core behaviours required to undertake this post.

Essential

- Educated to degree level or equivalent professional experience (A, I)
- Knowledge of regulations/procedures such as complaints, academic appeals, fitness to study or discipline. (A, I)
- Experience of handling complaints, academic appeals or disciplinary/grievance claims within a higher education organisation or other businesses of a regulatory/awarding nature. (A, I, T)
- Experience of managing Higher Education policy processes with the capacity to speak with authority and command the respect of peers and senior colleagues (A,I,T)
- Experience of developing and writing academic regulations, policies and quality procedures (A,I,T)
- A good understanding of current policy and climate in HE both nationally and internationally; along with an understanding of the regulatory issues and current challenges relevant to HE. (A, I)
- Experience of educational databases (preferably SITS) (A, I)
- Excellent IT skills (Word, Excel, and PowerPoint) and the ability to learn new software packages easily (A,I,T)
- Excellent oral and written communication skills, including the ability to write to a high standard with accuracy and detail. (A, I, T)
- Good analytical skills (A, I)
- Able to prioritise tasks and meet deadlines (A, I)
- Self-motivated, self-starter with a calm and professional approach (A,I)
- Excellent attention to detail (A,I,T)
- Excellent interpersonal skills with the ability to build strong working relationships with colleagues across the School (A, I, T)
- Ability to demonstrate a high level of empathy and sensitivity when dealing with casework. (A, I)
- Ability to work in an environment with a wide and diverse audience (A,I)
- A commitment to delivering excellent customer service (A,I, T)
- The ability to treat all work matters as confidential and act with discretion (A, I)



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £42,750– £47,620 per annum including Inner London Weighting, inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on permanent basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment, and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.