Job Title: Academic Investigations Officer

Department / Unit: Student Administration – Academic Investigations

Grade: RHUL 6

Accountable to: Academic Investigations Senior Manager

Accountable for: None

Purpose of the Post

Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Graduation. The School is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the College.

The School is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.

The Academic Investigations Officer roles are responsible for undertaking first stage investigations into student academic appeals, complaints and academic misconduct offences, as well as providing some administrative support to the Academic Investigations team.

Key Tasks

1. Delivering excellent customer service to students and other stakeholders, including alignment with the College’s Student First approach.

2. Managing the process for referral of serious cases of academic misconduct to the Senior Vice-Principal. In particular:
   a) Reviewing and considering requests for referral of serious academic misconduct to a Vice-Principal for consideration.
   b) Investigating cases and providing appropriate information to enable consideration in accordance with the regulations.
   c) Corresponding with students in relation to progress on individual cases and supporting the production of all formal documentation, including outcome letters.

3. Acting as key point of contact for academic misconduct procedure queries.

4. Undertaking investigations into student academic appeals and complaints. This includes:
   a) Appraising cases and making judgements on whether there are grounds or cause for further investigation.
   b) Liaising with academic and administrative staff in Academic Schools and professional services departments to collect evidence.
   c) Managing the determination of the outcome, which depending on the type and
complexity of the case, may include:
- Liaising with the Academic Investigations, Senior Officer and/or Senior Manger to determine the outcome;
- Liaising with the Senior Academic Quality Managers in the Academic Quality and Policy Office to determining the outcome.

   d) Corresponding with students in relation to progress on individual cases and supporting the production of all formal documentation, including outcome letters.

   e) Maintaining an authoritative understanding of all relevant College Regulations and related procedures.

5. Providing first line advice to staff in relation to the academic appeals, academic misconduct and complaints processes.

6. Co-ordinating case records and developing processes for management of a high volume of cases;

7. Supporting and supervising the work of the Academic Investigations Officers.

8. Promoting best practice across the College in the handling of academic appeals, academic misconduct and complaints cases to ensure a consistent and fair experience for students.

9. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.

10. Working with the Student Services Centre team to provide advice to students on the academic appeals, academic misconduct and complaints processes, ensuring the delivery of excellent customer service to students and other stakeholders.

11. Documenting procedures and developing processes in relation to academic appeals, academic misconduct and complaints matters.

12. Developing and maintaining information on the Student Administration Online Resource and other staff webpages.

13. Contributing as required to special projects related to the development of academic administrative services.

14. Supporting the continuous review of practices and processes in relation to academic appeals, academic misconduct and complaints to ensure efficiency and provide the best possible experience for students.

15. Working with the Academic Investigations Senior Manager to ensure compliance with relevant legislation, including the Data Protection Act and the Equality Act.

### Other Duties

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.
The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

## Internal and external relationships

The post holder will be required to work closely with all colleagues within Student Administration.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Governance Team
- Academic Schools – Administrative and Academic Staff
- Academic Services teams
- Human Resources
- IT Services
- Marketing & Communications