

JOB DESCRIPTION

Job Title:	Academic Investigations Officer
Department / Unit:	Student Administration – Academic Investigations
Job type	Part-Time (0.65 FTE) - Permanent - Professional Services
Grade:	RHUL 6
Accountable to:	Academic Investigations Senior Manager
Accountable for:	None
Purpose of the Post	
<p>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.</p> <p>The School is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>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.</p>	
Key Tasks	
<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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

PERSON SPECIFICATION



Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Academic Investigations Officer

Department: Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
High standard of education to degree level or equivalent administrative experience	X		App Form
Knowledge and understanding of the HE sector and student life cycle	X		App Form/Interview
Familiarity with the Office of the Independent Adjudicator for Higher Education	X		App Form/Interview
Skills and/or Abilities			
A high level of literacy and proven ability to write documents such as procedures, reports and papers	X		App Form/Test
Ability to process large amounts of information and analyse against a regulatory framework	X		App Form/Interview
Excellent oral and written communication skills and ability to communicate effectively with all levels of colleagues and external agencies	X		App Form/Interview
Good organisational skills and ability to work on own initiative	X		App Form/Interview
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy	X		App Form/Interview
Ability to work under pressure, prioritise conflicting demands and meet strict deadlines	X		App Form/Interview
Excellent attention to detail and ability to work with accuracy and speed	X		App Form/Test
Ability to work as part of team and support colleagues	X		App Form/Interview
Ability to use creative problem solving techniques and identify and implement administrative improvements	X		App Form/Interview

Excellent IT skills		X	App Form/Interview
Ability to learn new IT systems	X		App Form/Interview
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users	X		App Form/Interview
Ability to create and update communication materials, including webpages.		X	App Form/Interview
Experience			
Experience of writing documents, formal letters and reports	X		App Form/Interview/Test
Experience of reviewing and developing processes to improve efficiency and customer satisfaction		X	App Form/Interview
Experience of attending/servicing committees		X	App Form/Interview
Experience of responding to enquiries and requests from a range of service users		X	
Other requirements			
Committed to personal development and interested in furthering a career in academic administration	X		App Form/Interview
Occasional weekend or late evening working and travel to events and other external activities as required	X		Application form