

JOB DESCRIPTION

Job Title:	Academic Investigations Officer
Department / Unit:	Student Administration – Academic Investigations
Job type	Full-Time – fixed term (until 31 July 2023) - Professional Services
Grade:	5
Accountable to:	Academic Investigations Senior Officer
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 Service 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 Support Officer roles are responsible for providing the administrative support to the Academic Investigations team to deliver the first stage investigation of student academic appeals, complaints and academic misconduct offences.</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. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required. 3. Administering the academic misconduct process. The duties of the role are: <ol style="list-style-type: none"> a) Reviewing and considering requests to investigate from academic staff and deciding how each request should be triaged. Determining the next steps, including escalating complex and serious cases to the Academic Investigations Officers for further investigation and referral as appropriate. b) Arranging and providing administrative support for academic misconduct offence hearing panels, including: <ul style="list-style-type: none"> - Inviting students to attend the panels. - Preparing the evidence in each case. - Appointing academic staff to the panels. - Supporting the panel, including advising academic panel members on relevant College processes in order for them to make appropriate decisions using their academic judgement. 	

- c) Notifying students of the outcome of academic misconduct offence hearing panels, including signposting to appropriate guidance and support services.
- 4. Occasional support to Academic Investigations Officers investigating student academic appeals and complaints. This could include:
 - a) Liaising with academic and administrative staff in Academic Schools and professional services departments to collect evidence.
 - b) Corresponding with students in relation to progress on individual cases and drafting formal documentation, including outcome letters, under the guidance of the Academic Investigations Officers.
- 5. Providing first line advice to staff in relation to the academic misconduct process.
- 6. Documenting procedures and developing processes in relation to academic misconduct.
- 7. Maintaining accurate records of academic misconduct cases.
- 8. Supporting the continuous review of practices and processes in relation to academic misconduct to ensure efficiency and provide the best possible experience for students.
- 9. 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 Support Officer

Department: Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Good standard of education up to A-Level	X		App form
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
Knowledge and experience of Record Systems (preferably Banner) and related software		X	App Form/Interview
Skills and/or Abilities			
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy	X		App Form/Interview
Ability to work as part of team and support colleagues	X		App Form/Interview
Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines	X		App Form/Interview
Ability to undertake tasks that require a high level of attention to detail and accuracy checking	X		Test
Excellent IT skills, including the ability to learn new systems	X		App Form/Interview
A high level of literacy and proven ability to write documents such as procedures, reports and papers	X		App Form/Interview/Test
Experience			
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users	X		App Form/Interview
Experience of communicating with students and stakeholders at various levels within an organisation	X		App Form/Interview/Test
Experience of writing documents, formal letters and reports	X		App Form/Interview
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
Other requirements			
Committed to personal development and interested in furthering a career in academic administration	X		App Form/Interview
Weekend or late evening working and travel to events and other external activities as required	X		App Form