

## JOB DESCRIPTION

<b>Job Title:</b>	Academic Investigations Officer
<b>Department / Unit:</b>	Student Administration – Academic Investigations
<b>Job type</b>	Full Time – Fixed Term (Maternity Cover) - Professional Services
<b>Grade:</b>	RHUL 5
<b>Accountable to:</b>	Academic Investigations Manager
<b>Accountable for:</b>	None
<b>Purpose of the Post</b>	
<p>Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Graduation. The Service is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the University.</p> <p>Student Administration 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>	
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach.</li> <li>2. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.</li> <li>3. Administering the academic misconduct process including: <ol style="list-style-type: none"> <li>a) Reviewing requests to investigate academic misconduct and determining the next steps, including escalating complex and serious cases to an Academic Investigations Manager for further investigation and referral as appropriate.</li> <li>b) Arranging and providing administrative support for academic misconduct panel meetings, including: <ul style="list-style-type: none"> <li>- Arranging academic misconduct panels and inviting students to attend</li> <li>- Preparing the evidence in each case.</li> <li>- Supporting the panel, including advising academic panel members on relevant University regulations and processes.</li> </ul> </li> <li>c) Responding to student queries</li> </ol> </li> </ol>	

- d) Notifying students of the outcome of academic misconduct offence hearing panels, including signposting to appropriate guidance and support services.
4. Supporting Senior Academic Investigations Officers in investigating student academic appeals and complaints. This includes:
    - 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 Senior Academic Investigations Officers.
    - c) Maintaining an understanding of all relevant University Regulations and related procedures.
  5. Providing advice to staff in relation to the academic appeals, academic misconduct and complaints processes.
  6. Working with the Student Services Centre and Students' Union to provide advice to students on the academic appeals, academic misconduct and complaints processes.
  7. Documenting procedures and developing processes in relation to academic appeals, academic misconduct and complaints matters.
  8. Maintaining accurate records of all casework.
  9. 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.
  10. 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, 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 University. 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:

- Compliance and legal 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)
<b>Knowledge, Education, Qualifications and Training</b>			
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
<b>Skills and/or Abilities</b>			
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
Ability to use creative problem-solving techniques and identify and implement administrative improvements		X	App Form/Interview
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
<b>Experience</b>			
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
<b>Other requirements</b>			
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