**JOB DESCRIPTION**

**POST: Resolutions Manager**

**LOCATION: UCFB Wembley Campus, London or UCFB Etihad Campus, Manchester, plus opportunity for remote working**

**SALARY: £30,000 - £35,000 per annum, depending upon qualifications and experience (*plus a 10% London Weighting allowance if applicable*)**

**POST OBJECTIVES:**

To provide a high-quality compliance management service ensuring that at all times the coordination, organisation and administration of College compliance activities are aligned with the appropriate College, Validating Partner/s and Higher Education (HE) Sector policies and procedures.

**KEY TASKS:**

Key roles and responsibilities include those listed below. However, in addition this role is expected to be adaptable and proactive across the academic cycle including involvement with a number of compliance activities that may be primarily ‘delivered’ via other areas of the Registry team.

1. Act as the College Compliance Manager providing the highest standard of organisational and regulatory compliance management and support for:
2. Student complaint cases
3. Student misconduct cases including
4. Code of conduct / disciplinary pathway
5. Academic misconduct pathway
6. Fitness to practice pathway
7. Management of all incoming and outgoing correspondence in respect of compliance cases including:
8. ensuring students are kept informed of progress on their case
9. ensuring complainants are kept informed of case progress, as appropriate
10. ensuring academic teams are kept informed of case progress, as appropriate
11. production of all formal letters/communications in respect of compliance cases
12. Casework management for all UCFB/GIS compliance cases including:
13. assigning cases to appropriate leads for review/investigation
14. tracking case progress to ensure compliance with procedural response timeframes
15. collating information and production/maintenance of case work packs for compliance panel hearings
16. organisation of and where required clerking of formal compliance case hearings
17. Case work management for compliances cases that proceed to Appeals stages with Validating Partner
18. Case work management for compliance cases that proceed to the Office of the independent Adjudicator (OIA) including acting at the OIA Point of Contact
19. Organisation of and where required clerking of compliance case formal hearings
20. Coordinate the organisational and administrative support for Fitness to Practice cases as required by the circumstances of each individual case to ensure compliance with the appropriate regulations, processes and procedures
21. Work closely with colleagues across Registry Departments to ensure that outcomes from compliance cases are noted within the case appropriate areas of the student records system (EBS)
22. Act as College liaison point for and work to build positive relationships with the Validating Partner Student Union in respect of their work in supporting students involved in compliance type cases
23. Produce management reports relating to compliance cases as required by:
24. UCFB/GIS
25. Validating Partner
26. Other external Bodies such as OIA
27. Maintaining in-depth knowledge of compliance regulations acting as a source of expert advice and guidance to academic and administrative colleagues on case management
28. Proactively work to improve internal processes and procedures related to compliance case management including:
29. policy and procedure development and ongoing review
30. identifying requirements for guidance and training, producing guidance packs and developing and delivering training workshops
31. oversight of ‘pool’ of appropriately trained staff to fill compliance case work requirements

**Important Working Relationships**

**Internal:**

Students

Academic colleagues at all levels

Registry colleagues at all levels

Other UCFB/GIS professional services colleagues at all levels

**External:**

Validating partner colleagues

Validating partner student union

Office of the independent adjudicator (OIA)

**Expectations across all Registry posts**

All post holders working within The Registry are expected to actively support and promote registry core values including:

1. striving at all times to create working environment that values and affirms
* diversity, equality and inclusion
* positivity, sensitivity and respect
* continuous improvement and innovation
1. placing support for the academic endeavour and a positive higher education experience for students at the heart of service development and delivery

All post holders working within The Registry are also expected to actively engage with:

1. maintaining a safe working environment for themselves and others
2. opportunities for professional development
3. maintaining a working knowledge of key policies and procedures including:
* academic regulations
* confidentiality and data protection policies
* health and safety policies and procedures
* HR policies
1. supporting the delivery of key student journey events including:
* open days
* enrolment, induction and welcome activities
* graduation
1. engage with other duties appropriate to the role and as required to support service delivery within individual teams and across the wider registry

**Framework of Professional Behaviours**

The Registry has adopted the AUA framework of Professional Behaviours which entails working towards achievement of the AUA Mark of Excellence. The core of this commitment for all Registry staff is:

1. Managing self and personal skills
2. Delivering excellent service
3. Finding solutions
4. Embracing change
5. Using resources effectively
6. Engaging with the wider context
7. Developing self and others
8. Working together
9. Achieving results

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| **Person Specification** |
| **HEI:** UCFB  | **Location:** Wembley Campus or Etihad Campus  |
| **Department:** Registry | **Responsible to:** Head of Quality Department |
| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT\*** |
| **1. Qualifications & Training** | Evidence of commitment to continuing professional development relevant to:* Diversity and Inclusion
* Complaint resolution
 | First degree (or equivalent qualifications and/or experience are welcomed as an alternative) | 1, 2 & 4 |
| **2. Previous Work Experience** | Knowledge of and experience working in resolutions management within one of: * complaints
* misconduct
* disciplinary
* appeals

*Experience of this within HE would be ideal but these types of skills and experiences are transferrable from other sectors and HE specific orientation training can be provided* | Broad based knowledge and experience of HE administrationExperience of acting as a Point of Contact (POC) for the OIAExperience of training and / or mentoring to support staff skills development | 1, 2 & 3 |
| **3. Specific Knowledge/ Skills/ Abilities Required** | Highly developed interpersonal skills High degree of emotional intelligenceHighly organised with ability to manage multiple priorities and deadlinesMS Office suite skills (Training will be provided in HE specific IT software)Able to articulate complex matters in an inclusive and accessible way Calm and professional under pressure | Capacity for flexible and creative problem solving | 1, 2 & 3 |
| **4. Motivation/ Attitude** | Professional approach to workReliableExcellent organisational skillsFlexibility Excellent interpersonal skillsAttention to detail Commitment to following UCFB’s ethos and equal opportunities policies |  |  |
| **\*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence** |

**Terms and Conditions of Employment Relevant to the Post**

**Job Title:** Resolutions Manager

**Hours:** 8:30 am – 5:00 pm, full time

**Salary:** £30,000 - £35,000 per annum, depending upon qualifications and experience (*plus a 10% London Weighting allowance if applicable*)

**Work Base:** UCFB Wembley Campus, London or UCFB Etihad Campus, Manchester (*This role could be adapted to incorporate an element of ‘off-site working’ but would also require the post holder to be able to travel to/ work out of the main UCFB/GIS sites as needed to support effective delivery*).

**Holidays:** 33 days paid holidays, including the usual public holidays in England and Wales

**Benefits:** Christmas/ New Year closure period (10 discretionary days inclusive of bank holidays), cycle to work, Perkbox, birthday off, annual staff events, pension (statutory auto-enrolment scheme), occupational maternity/ paternity pay after qualifying period

**Subject to:**

*Satisfactory DBS check*

*Satisfactory completion of the Probationary period*

*Right to Work in the UK: Compliance with Asylum and Immigration Act 1996 and Immigration and Asylum and Nationality Act 2006*

*Evidence of stated qualifications relevant to the post*

*Evidence of membership of relevant professional bodies as stipulated by the post*

*Not being subject to a Football Banning Order or any lawful prohibition on entering a football stadium in the UK*