



Student Conduct and Complaints Officer Job Description

POSITION OVERVIEW

Department	Registry
Location	London/Campus-based (St Katharine Docks)
Term	Full-time; permanent
Salary	Up to £35,000 per annum, depending on experience
Benefits	This is predominantly a campus-based role, however a hybrid working arrangement could be available. Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Registrar

As Student Conduct and Complaints Officer (SCCO), you will form part of Registry; you will support central processes for student discipline, academic misconduct, academic appeals, students' complaints, and you should have experience of investigations into complex areas of student-facing processes in a supportive manner.

The role holder will be expected to manage a varied caseload, to be able to prioritise work, and to work to internal and external deadlines.

DUTIES AND RESPONSIBILITIES

- Providing the highest standard of organisational and regulatory compliance management and support for:
 - Complaint Procedure for Students
 - Student Disciplinary Procedures

- Academic Misconduct
- Academic Appeals
- Managing of cases, including cases that are escalated to the OIA
- Acting as Secretary to panel meetings.
- Preparing accurate management reports on cases for Academic Board and NCH at Northeastern Board of Governors.
- Drafting and reviewing relevant policies and guidelines.
- Working proactively with academic and professional staff in the development of innovative, evidence-based improvements to case management procedures.

OTHER DUTIES

- Occasional travel and work in unsociable hours will be required.
- To familiarise, keep updated and comply with all College policies and regulations (e.g. Academic Handbook, Academic Quality Framework, Staff Handbook, Health and Safety, Data Protection, etc.).
- Developing and maintaining excellent working relationships with faculty and professional staff.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the Registrar, or Management.

About the College

Founded in 2012, with the aim of providing the highest quality of education in the humanities and social sciences, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. We offer a unique and broad liberal arts-inspired curriculum with highly personalised teaching, which may include tutorials. The College is undergoing an exciting period of growth, having become part of Northeastern University's global network in early 2019.

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, **22 November 2021**. Please reference your application "**SC1021**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. The College is **not** able to provide sponsorship on this occasion.

QUALIFICATIONS

Specification	Assessment criteria		
	Essential/ Desirable	Application	Interview
Education, Qualifications and Training			
Undergraduate degree	E	X	
Experience			
Experience of working in an administrative role within the education sector	E	X	X
Experience of working in a student support environment	E	X	X
Experience of working with a Higher Education provider	D	X	
Experience of managing conduct and complaints cases	D	X	X
Experience of working with overseas students, with possible knowledge of other languages	D	X	
Knowledge, Skills and Abilities			
Good written communications and strong interpersonal skills to deal with individuals at various levels	E	X	X
Excellent IT skills, including Excel, with experience of Student Information Systems	E	X	X
Demonstrable the ability to prioritise work, to use their own initiative and judgement and to be pro-active			
Experience of writing and presenting management reports	E	X	X
Well-organised and able to prioritise and work under pressure	E		X
Ability to deal with highly sensitive and confidential matters	E		X

Please note there will be competency-based tests at interview, which will require no preparation.