

**JOB DESCRIPTION**

**Job title**: Complaints, Appeals and Disciplinary Investigation Officer

**Grade:** F

**Service:** Governance, Legal Services and Compliance

**Responsible to:** University Secretary/Complaints and Appeals Managing Officer

**Liaison with:** University Executive, Board, Board of Governors,   
University Management Board, Internal & External stakeholders including UEL affiliates, School and Departmental staff

**Responsible for:** Investigating and co-ordinating the investigation of Student Complaints, Appeals and Disciplinary matters

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive, and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**JOB PURPOSE:**

To provide expert technical advice and support for formal and informal casework including investigations, hearings and appeals related to student complaints, appeals and disciplinary matters. You will be the first point of contact for investigations into matters relating to sexual violence. It is not anticipated that the post holder will carry out all investigations, although they will undertake some, but will assist and advise colleagues in undertaking these tasks. The appointee will also:

* Develop staff in relation to conducting investigations;
* Develop the University’s policy in relation to sexual violence;
* Work in accordance with legal and UEL policies.

**MAIN DUTIES AND RESPONSIBILITIES:**

The following constitutes the major activities of this role but is not a comprehensive list of the duties required. All members of staff are expected to work as part of the Governance & Legal Services team. The duties may vary from time to time, reflecting UEL’s priorities, and changes in policy, but do not change the general character of the role or the level of responsibility required.

**KEY DUTIES & RESPONSIBILITIES:**

* To manage investigation caseload relating to student complaints, appeals and disciplinary matters.
* Supporting the Complaints and Appeals Managing Officer in co-ordinating the investigation workload.
* To lead and advise on investigations into matters of sexual violence, providing expert advice and guidance throughout the investigation to all parties involved.
* To support staff in Schools and Departments to expedite complaint investigations. This may involve supporting meetings with staff to undertake a review of records, producing a chronology and timeline of events, and supporting the gathering of evidence e.g. staff statements within the investigation process.
* To co-ordinate complaint investigations in line with the University’s policy and dispute resolution processes.
* To act as a conduit between the complaints team and Schools and Departments, providing complaint investigation support by working in collaboration with investigators.
* To ensure complaint investigations are managed effectively and responded to within agreed timescales.
* To complete the quality checks, review, and finalisation of complaint response letters within agreed timescales.
* Developing template letters, reports and forms to support the investigation process.
* Setting and advising in formal hearings/appeals.
* Providing coaching and guidance to managers on how to conduct investigations and being a panel member.
* Interpreting University policy, employment legislation, and case law applicable to each case; analysing complex information to provide robust advice and mitigate risk of litigation by ensuring a fair and transparent process is followed in line with best practice.
* Updating all parties on outcomes and passing on actions/recommendations as required.
* Monitoring trends in case work and proactively developing and delivering training to address emerging issues.
* Keeping abreast of case law developments and ensuring investigation processes and relevant policies are updated accordingly and providing updates to Academic Board, UMB and UEB.
* Accurately and securely storing and recording data and providing management information and reports as required.

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve*.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria**

* An undergraduate degree or equivalent qualification (A/C)
* Formal investigation training (A/I/C)

**Desirable criteria**

* Professional qualification in Law/HR

**KNOWLEDGE AND EXPERIENCE**

**Essential criteria;**

* Experience of working in a UK higher education institution demonstrating an understanding of the needs of students (A/I)
* An understanding of dispute resolution processes (complaints, appeals) as they apply in higher education (A/I)
* Proven experience of managing formal casework at all stages of complaint, appeal and disciplinary procedures. (A/I)
* Up to date knowledge of law as it applies to casework and University procedures. (A/I)
* Experience of delivering and developing training. (A/I)

**Desirable criteria;**

* Experience of coaching managers in investigation skills. (A/I)

**PLANNING AND ORGANISING**

**Essential criteria;**

* Experience of managing conflicting priorities and organising own work to deliver targets and effectively meet deadlines within a high volume environment (I)

**TEAMWORK AND MOTIVATION**

**Essential criteria;**

* Experience of working as a team with a flexible approach to delivering team goals (I)
* Actively contribute to building team morale (I)
* Ability to work with other teams across the university and adapt advice, guidance and working methods accordingly (A/I)

**COMMUNICATION**

**Essential criteria;**

* Ability to understand, summarise and convey complex information that needs careful explanation or interpretation (A/I)
* Ability to make confident decisions, evaluate complex situations and provide clear business focused advice (I)
* Excellent IT skills including SITS (I)

**LIAISON AND NETWORKING**

**Essential criteria;**

* Experience of establishing productive working relationships with a wide range of people to strengthen working relationships and systems (I)
* Participate in internal and external networks to benefit own area of work (I)

**SERVICE DELIVERY**

**Essential criteria;**

* Experience of delivering a high standard of service, providing customers with a positive experience, whilst ensuring attention to detail and accuracy in work (A/I)
* Experience of identifying and proposing solutions to new issues (I)
* Experience of exploring and seeking ways to improve and adjust levels and quality of service (I)

**OTHER ESSENTIAL CRITERIA:**

* Excellent attention to detail and the ability to maintain work of high quality (I)
* Willingness to work flexibly and additional hours during peak periods to meet business goals (I)
* Willingness to travel between university sites as required (I)
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (A/I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

T = Test