

**JOB DESCRIPTION**

**Job Title:**

**Grade:**

**Service:**

**Campus:**

**Responsible to:**

**Liaison with:**

**Complaints and Appeals Officer**

E

Governance & Legal Services (Vice-Chancellor's Group)

Docklands, Stratford, University Square Stratford

Complaints and Appeals Managing Officer

Students, staff, relevant external organisations

**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](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) 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 focused professional administrative support for the Complaints and Appeals team in order to help deliver customer focused and high quality services.
* Ensure a high quality, customer focused service is consistently provided.

# 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.
* To provide administrative support and maintain record processes to support the Complaints and Appeals team – complaints, academic appeals, fitness to study appeals, fitness to practice appeals etc.
* Maintain effective filing systems ensuring all relevant papers and reports are produced or available as requested.
* Review incoming post and e-mails and respond/refer as appropriate.
* Carry out general administrative duties including typing letters, filing, publicity materials, updating web content.
* To work closely with schools and service teams to assist in administrative tasks around complaints and appeals.
* To provide basic advice regarding complaints and appeals
* To organize complaints and appeals processes
* To act as secretary to the Complaints and Appeals panels: produce agenda, undertake minutes and ensure actions have been logged.
* To work between sites as required and on occasion to work in the evening and at week-ends.
* To work in accordance with and promote UEL's Equality and Diversity policies.
* To maintain records of completion of procedures letters issued by schools and services across the University under all policies and procedures.



**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Bachelor’s degree or equivalent (A/C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* + Knowledge and experience of student administration (A/1)
  + Experience of working in a UK Higher Education Institution (A/1)
  + An understanding of the needs of students in Higher Education (A/1)
  + Experience of using information technology such as MS Office applications, SITS, web based software and databases (A)
  + Experience in minute taking

**Desirable criteria;**

* + Understanding of institutional compliance requirements, e.g. complaints and appeals

**PLANNING AND ORGANISING RESOURCES**

**Essential criteria;**

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

**TEAMWORK AND MOTIVATION**

**Essential criteria;**

* + Experience of working as a team with a flexible approach to delivering team goals (A/1)
  + Actively contribute to building team morale (A/1)

**COMMUNICATION**

**Essential criteria;**

* + Ability to understand, summarise and convey complex information that needs careful explanation or interpretation, e.g. procedures relating to complaints and appeals (A/1)
  + Proactively working with others to achieve institutional objectives (A/1)
  + Excellent IT skills including SITS (A/1)
  + An understanding of equality issues within a diverse environment (A/1)

**LIAISON AND NETWORKING**

**Essential criteria;**

* + Experience of establishing productive working relationships with a wide range of people to strengthen working relationships and systems (A/I)
  + Participate in internal and external networks to benefit own area of work (A/1)

**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/1)
  + Experience of identifying and proposing solutions to new issues (A/1)
  + Experience of exploring and seeking· ways to improve and adjust levels and quality of service (A/I)

**OTHER ESSENTIAL CRITERIA**

• Excellent attention to detail and the ability to maintain work of high quality (A/1)

* + Willingness to work flexibly and additional hours during peak periods to meet business goals (A/I)
  + Willingness to travel between University sites as required (A)

**Criteria tested by Key:**

A = Application form

C = Certification

I= Interview

T = Test