

**JOB DESCRIPTION**

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| **Job Title** | **Complaints and Appeals Officer** |
| **School /Service** | **Governance & Legal Services (Vice-Chancellor's Group)** |
| **Grade**  | **E** |
| **Location and Hybrid working status** | **Docklands, Hybrid** |
| **Reporting to** | **Complaints and Appeals Managing Officer** |
| **Line management for**  | **N/A** |
| **Key working relationships: Internal**  | **Schools, Academic Registry, Data Protection Office, Student Services** |
| **Key working relationships: External**  | **Office of the Independent Adjudicator** |
| **Contract type/ Hours**  | **Permanent, 1FTE**  |

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

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

The Complaints and Appeals team manage the formal processes for students to raise concerns and challenge decisions related to their academic progress, conduct, or other aspects of their university experience. They ensure these processes are fair, independent, and transparent. The team contributes to the overall quality of the student experience and the university's adherence to academic standards.

**JOB PURPOSE**

* To provide advice and guidance on the complaints and appeals procedures, taking into account the QAA Quality Code.
* To develop staff in relation to the above.
* To work in accordance with legal and UEL policies.
* To manage, co-ordinate and monitor all student complaints and appeals at University level in accordance with the procedures and regulation of UEL

**KEY DUTIES AND RESPONSIBILITIES**

* To lead the development and at regular intervals thereafter to develop, implement, review and enhance UEL's policies, procedures and practices to ensure that the University complies with its legal duties and obligations in relation to student complaints and appeals
* To organise and service complaints and appeals processes.
* Provide training and guidance on the use of new template documents to staff concerning quality assurance systems and procedures relating to both taught and research degree programmes.
* Initial scrutiny of complaints application forms; check criteria met; assess and prioritise cases; prepare background materials.
* Attend panel hearings; take minutes, prepare detailed report and undertake any follow up action.
* Contribute towards the ongoing review of policy governing quality assurance systems and procedures relating to both taught and research degrees to ensure their continuing relevance and effectiveness.
* Initial scrutiny of appeals application forms; check criteria met; assess and prioritise cases; prepare background materials.
* Contribute towards staff development activities organised for academic and administrative staff.
* Proactively contribute to the audit and development of quality assurance processes conducted at School level.
* Provide support for internal processes designed to meet the requirements of external bodies such as audit and academic review by the Quality Assurance Agency for Higher Education and the accreditation of programmes by professional bodies.
* As required, take the lead and contribute proactively to areas of development of quality and compliance systems including production of guidance notes, forms, templates, good practice guides and updates on website.
* To undertake statistical analysis and produce reports as required by line-manager including annual reports on complaints and appeals for the Board of Governors.
* To deputise for line manager as required, e.g. attending internal committees, external meetings, liaising with senior managers and colleagues on complex cases.
* To liaise with external agencies and organisations as appropriate on UEL's behalf, e.g. the Office of the Independent Adjudicator (OIA).
* To support the work of the Complaints and Appeals team.
* To keep up to date with relevant legislation and best practice across the sector and disseminate to students and staff as relevant.
* To attend external training provided by relevant third parties including the OIA.
* To work with Student Hub for complaints.
* 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.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Complaints and Appeals Officer at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential  | Desirable | Criteria assessed by |
| *Good first degree or equivalent*  | **X** |  | A,C |
| Undertaken Office of the Independent Adjudicator training |  | **X** | A,I |
| Experience/Knowledge |  |  |  |
| *Experience of working in a UK Higher Education Institution (A/I)* | **X** |  | A,I |
| *An understanding of the needs of students in Higher Education (A/I)* | **X** |  | A,I |
| *Experience of using information technology such as MS Office applications, SITS, web based software and databases (A)* | **X** |  | A |
| *Experience of servicing formal meetings including clerking and minute writing* | **X** |  | A,I |
| *Working knowledge of academic administration processes and policies* | **X** |  | A,I |
| *Experience of effective use of institutional student (or similar) records systems / databases* | **X** |  | A,I |
| *Knowledge and experience of dealing with complaints and appeals*  |  | **X** | A,I |
| *Knowledge and experience of liaising with Office of Independent Adjudicator (OIA)* |  | **X** | A,I |
| Skills/Abilities |  |  |  |
| *Experience of managing conflicting priorities and organising own work to deliver targets and effectively meet deadlines within a high volume environment* | **X** |  | A,I |
| *Experience of working as a team with a flexible approach to delivering team goals*  | **X** |  | A,I |
| *Actively contribute to building team moral* | **X** |  | A,I |
| *Ability to work with other teams across the University and adapt advice, guidance and working methods accordingly* | **X** |  | A,I |
| *Ability to understand, summarise and convey complex information that needs careful explanation or interpretation, e.g. procedures relating to Tier 4 compliance requirements* | **X** |  | A,I |
| *Proactively working with others to achieve institutional objectives* | **X** |  | A,I |
| *An understanding of equality issues within a diverse environment* | **X** |  | A,I |
| *Experience of establishing productive working relationships with a wide range of people to strengthen working relationships and systems* | **X** |  | A,I |
| *Participate in internal and external networks to benefit own area of work* | **X** |  | A,I |
| *Experience of delivering a high standard of service, providing customers with a positive experience, whilst ensuring attention to detail and accuracy in work* | **X** |  | A,I |
| *Experience of identifying and proposing solutions to new issues* | **X** |  | A,I |
| *Experience of exploring and seeking ways to improve and adjust levels and quality of service* | **X** |  | A,I |
| Other Competencies required  |  |  |  |
| *Excellent attention to detail and the ability to maintain work of high quality* | **X** |  | A,I |
| *Willingness to work flexibly and additional hours during peak periods to meet business goals* | **X** |  | A,I |
| *Willingness to travel between University sites as required* | **X** |  | A,I |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

 Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.