

Job Description

Role Title:	Student Cases & Conduct Officer (Investigations)
Dept:	Student Experience & Support
Reference:	MPF4191
Grade:	6
Full or Part time:	Full time
Hours:	36.25
Reports to:	Student Cases, Conduct & Safeguarding Manager

Overview

The University of Salford is committed to ensuring that all students, irrespective of their diverse backgrounds, can integrate into all aspects of university life and access the help available at the University to ensure their academic success, whilst recognising the holistic need to support growth in their personal and social lives.

Student Experience and Support works on the frontline with students and ensures they are supported to achieve success in their personal lives while they are studying. Bringing together Customer Contact, Student Support and Safeguarding and Campus Experience, the Directorate aims to provide agile and adaptive services to support enhancement of the student experience and performance throughout the student journey.

The University is committed to ensuring a safe, effective, and inclusive environment for students and the wider university community. The Student Cases, Conduct & Safeguarding team have recently formed to bring together student case work related to some of the University's more complex student cases, working closely with other support teams (including Wellbeing, Disability and the Respect, Culture & Behaviour team who support students experiencing unwanted behaviour from others), the Quality Management Office and academic schools to ensure that the University responds quickly and appropriately to manage risks presented due to student conduct, support to study, safeguarding, Prevent and other student facing policies. The team play a key role in liaising directly with students and stakeholders both internally and externally, closely following and developing University policies and procedures that promote a positive, respectful and safe campus culture.

Applicants should be aware that although the role will be assigned to a specific department / school within DSAS in the first instance, we reserve the right to reassign the post to meet the future needs of the University.

Role Purpose

The Student Cases & Conduct Officer (Investigations) is responsible for the undertaking of investigations which relate to student discipline, (including bullying, harassment, and sexual misconduct), and to ensure investigations are undertaken efficiently and fairly. They will be responsible for conducting the investigation process of a specific case which has been allocated by the Student Cases Management Group (SCMG). The postholder will work closely with the Student Conduct Officer and SCMG, and will provide regular updates on case progress, in addition to regular review and monitoring of the processes which support investigations to ensure they are fit for purpose and in line with our Student Misconduct Policy and Procedure.

The Student Cases & Conduct Officer (Investigations) plays a key role in the Student Cases, Conduct & Safeguarding team and is responsible for the undertaking of investigations which relate to student discipline, (including bullying, harassment, and sexual misconduct), ensuring investigations are undertaken efficiently and fairly. They will be responsible for conducting the investigation process of specific cases which have been allocated by the Student Cases Management Group (SCMG). The postholder will be required to demonstrate significant professional experience of investigating cases where reports relate to sexual assault and misconduct, with evidence of training and development in relation to this.

The postholder will act as a key contact to support, maintain and develop appropriate student conduct, within the University and the wider community. They will be responsible for ensuring that cases are handled and resolved in accordance with procedures and sector best practice, in a timely and fair and transparent manner, and that appropriate linkages are made as required with other areas such as student support, schools and other university departments and external agencies as appropriate. The postholder will maintain records for non-academic misconduct policy and other student case matters and provide a professional response for initial staff queries and signposting of cases disclosed under the Report-It reporting platform.

The Student Cases & Conduct Officer will be pro-active in working with colleagues across the University to ensure that policies, procedures, and service in relation to student conduct & welfare and reporting are clear and effective. In addition, the postholder will contribute to the development of relevant policy and strategy documents and campaigns and assist in related projects and initiatives.

The Student Cases & Conduct Officer will work closely with colleagues in Student Support, Specialist Inclusive Support, Money & Funds Advice Service, and the Quality Management Office, in the application of the student non-academic discipline regulations and provide support, advice and guidance to university staff in relation to non-academic misconduct and welfare concerns.

The postholder will be expected to work in any of the sites across the University and deliver a proportion of their activity outside core hours as and when required, i.e., between 8am and 8pm.

Principal Duties & Responsibilities

The key responsibilities of the role are:

Investigations:

- Conduct thorough interviews with students, witnesses, and staff members, ensuring fairness, impartiality, and adherence to university procedures.
- Gather and evaluate evidence from multiple sources, including written statements, digital records, and physical documentation, maintaining confidentiality at all times.
- Prepare accurate and detailed investigation reports and summarising findings.
- Manage complex and sensitive cases with professionalism, including those involving safeguarding concerns or multiple allegations.
- Communicate clearly and empathetically with all parties involved, explaining processes, timelines, and rights throughout the investigation.
- Apply procedural and regulatory frameworks consistently, ensuring compliance with institutional policies and external standards such as OIA guidance.
- Maintain meticulous records of all actions taken during the investigation, including interviews, evidence submissions, and correspondence.

Case Management:

- Work with the Student Cases Coordinator to triage and assess incoming referrals to determine appropriate case pathways (e.g. misconduct, safeguarding, support for study)
- Gather intelligence related to students referred to the team to understand the bigger picture of their engagement with services and academic progress at the University.
- Liaise with external bodies, such as the police or local authorities, where appropriate.
- Work directly with students who are reporting or responding to allegations of misconduct or concerns relating to welfare or criminal convictions to ensure the relevant information is made available and that the relevant process feels accessible and supportive throughout, maintaining a neutral and measured approach.
- Draft related documentation and Acceptable Behaviour Contracts as appropriate.
- Prepare and present cases to the Student Case Management Group and Student Misconduct hearings.

- Maintain accurate and GDPR compliant records of all student cases.

Policy, Procedure & Reporting:

- Support the Student Cases Manager with the preparation of regular monitoring reports related to the work of the Student Cases, Conduct & Safeguarding team for the relevant University committees.
- Monitor and review the effectiveness of student case procedures and recommend improvements.
- Draft responses to Freedom of Information requests and Office of the Independent Adjudicator (OIA) cases.

Training, Awareness & Engagement:

- Deliver training and guidance to staff on student conduct, welfare and related procedures.
- Support awareness-raising campaigns using a range of media and internal networks.
- Maintain an awareness of developments in legislation, case law and codes of practice and will work with senior colleagues to implement changes to the University's arrangement where appropriate
- Engage with sector networks to ensure alignment with best practice.

Other:

- Engage with the University's commitment to deliver value for money services that optimize the use of resources by maintaining a cost-conscious approach when undertaking all duties and aspects of the role
- Perform any other duties appropriate to the grade as may be required by the Dean of School/Director of Professional Service etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy

This job description is a guide to work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Has a relevant degree or equivalent qualification and/or experience (E)
2. Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development (E)

Background and Experience

3. Experience of working in a higher education or similar environment which involves the application of specific policy and procedure frameworks such as misconduct, discipline, complaints etc (E)
4. Has experience of interviewing witnesses and exploring disputed issues through appropriate questioning, using a trauma informed approach (E)
5. Significant professional experience of investigating cases where reports relate to sexual assault and misconduct (E)
6. Has experience of interpreting policy and providing policy advice and guidance (E)
7. Experience of negotiating with a range of professionals to support continual review and enhancement of services (E)
8. Can demonstrate experience in managing difficult situations in a similar environment to a HEI (D)

Knowledge

9. An understanding of investigatory processes and procedures and how they are conducted and recorded appropriately (E)
10. Knowledge of trauma informed approaches to investigations (E)
11. Relevant legislation and sector best practice (E)
12. The diverse nature of the student body and understanding of issues relating culture and behaviour (E)
13. Understanding of the importance of confidentiality for students and knowledge of how GDPR relates to students (E)

Skills and Competencies

14. The ability to plan, organise and prioritise a busy workload and manage time effectively and efficiently Skills and competencies needed (E)
15. The ability to work flexibly and co-operatively, and to establish effective working relationships with colleagues in the team, from other parts of the University and with external partners (E)

16. Experience of interviewing witnesses and exploring disputed issues through appropriate questioning (E)
17. The ability to use initiative to recognise problems and offer solutions (E)
18. The ability to measure, evaluate and analyse information and data sets to provide clear insight and guidance to inform the student experience and service development (E)
19. Proven track record of using a range of IT systems and CRMs to input data and produce analytical reports. As well as create and develop templates and documents to support improved working practices (E)
20. The ability to provide information in a suitable format so that the others' needs are met and adjusts the level of content to help others understand (E)
21. A proven track record of delivering a high level of customer service (E)
22. A proven commitment to the promotion of equality and diversity and to contributing to an environment in which a diversity of backgrounds and experience is valued