

Job Description

Role Title:	Student Cases & Conduct Officer (Safeguarding & Complex Cases)
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 (SCCS) team brings 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 within Student Experience and Support 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 plays a key role in SCCS with a specific emphasis on complex cases and safeguarding. The postholder is responsible for the operation and administration of university policies and procedures which relate to complex cases and safeguarding, and to ensure the appropriate interface into procedures for other student facing policies such as Support for Study, Fitness to Practise and those related to student conduct. They prepare and present cases to the Student Case Management Group, the Safeguarding and Prevent review Group and the complex cases meeting as appropriate,

working in partnership with colleagues and agencies to determine the most appropriate course of action.

The postholder will act as a key contact to support, maintain and develop approaches to complex case management within the University and the wider community. They will work closely with other areas such as student support, schools and other university departments and external agencies (for example social services) as appropriate. The postholder will be responsible for ensuring that cases are handled and resolved in accordance with procedures, in a timely and fair and transparent manner. The postholder will maintain records across all their casework activity and provide a professional response for initial staff queries and signposting of cases disclosed under the Report-It platform.

The postholder 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.

Working within a small team, the postholder may be required to undertake activity related to student misconduct dependent upon capacity and demand on the service. 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:

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 where there are safeguarding concerns or concerns related to their welfare and capability to study at any one given time, ensuring

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 referrals to agencies as appropriate.
- Prepare and present cases to the Student Case Management Group, Safeguarding & Prevent review group and complex case meetings.
- Maintain accurate and GDPR compliant records of all student cases.

Policy, Procedure & Reporting:

- Support the Student Cases, Conduct & Safeguarding Manager with the preparation of regular monitoring reports related to the work of the SCCS 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 cases, 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 safeguarding, complex case management, misconduct, discipline, complaints etc (E)
4. Has experience of working with external agencies and partners in relation to complex case and / or safeguarding related cases (D)
5. as experience of working with individuals with disabilities, mental health issues or marginalised communities (D)
6. Has experience of interpreting policy and providing policy advice and guidance (E)
7. Experience of working with a range of professionals to assess and manage risk, determine appropriate action and communicate outcomes (E)
8. Experience of managing complex student cases, including where there are concerns related to conduct, safeguarding & support (E)
9. Experience of collating and analysing data to produce reports (E)

Knowledge

10. Student casework in Higher Education (E)
11. A working knowledge of policies & practice related to safeguarding, Prevent and welfare related support issues (D)
12. An understanding of the diverse nature of the student population in a university where a large proportion of students come from a widening participation background (E)
13. Understanding of the importance of confidentiality & GDPR in handling sensitive student data (E)
14. An understanding of investigatory processes and procedures and how they are conducted and recorded appropriately (D)

Skills and Competencies

15. Excellent communication skills – able to convey complex information clearly and sensitively (E)

16. The ability to plan, organise and prioritise a busy workload and manage time effectively and efficiently (E)
17. The ability to work flexibly and co-operatively, and to establish effective working relationships with colleagues across the University and externally (E)
18. Attention to detail, ensuring that records are kept that are timely, accurate and up to date (E)
19. The ability to use initiative to recognise problems and offer solutions, within the parameters of policy frameworks (E)
20. The ability to use a range of IT systems and case management systems to maintain accurate records (E)
21. 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 (E)