

# Job Description

## Appeals, Conduct and Complaints Coordinator

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Head of Appeals, Conduct and Complaints or Senior Appeals, Conduct and Complaint Officer
<b>Job family:</b>	Administrative, professional, and managerial

### Job purpose

The Appeals, Conduct and Complaints Coordinator will provide administrative and operational support to ensure adherence to internal and external quality assurance standards across the three areas. This role involves assisting in the administration of established Appeal, Conduct and Complaint processes, supporting compliance with external and internal regulatory frameworks, and working on projects and initiatives that support enhancement and the continuous improvement of the Office and University's activities.

### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide first line response for standard and non-complex queries to academics, professional service colleagues, and external stakeholders to assist with compliance with the University's Regulatory Framework, Complaints and conduct procedures.
- Build strong relationships with team members and other stakeholders to ensure a robust and collaborative culture of quality compliance and enhancement.
- Act as first point of contact receiving and responding promptly and professionally to enquiries, referring conflicts or more complex situations to a manager or supervisor.
- Develop specialist knowledge on a variety of university processes and responsibilities to work with minimal supervision to achieve deadlines and targets. This includes areas such as academic Appeals, Academic and non-academic misconduct, and student complaints procedures.
- Website maintenance, including writing content and designing web pages.
- Contribute to project work through collaboration with a range of stakeholders, creating documentation and performing simple data analysis support.
- Contribute to supporting the administration of relevant policies and procedures and enhancement across the University by covering peaks in workload where needed, as required.

### Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- With minimal day-to-day supervision, manage a varied and demanding workload to ensure that prescribed deadlines and targets are met.

- Work reflectively and use initiative to identify areas for enhancement in processes; make suggestions for improvement and contribute to project work.
- Ensure strict confidentiality with student data, adhering to university guidelines and Data Protection legislation.
- Develop and maintain a strong understanding of the University's Regulatory Framework (e.g., Credit Framework and Codes of Practice for Taught Courses) as well as external regulatory requirements to provide accurate and confident responses to a range of queries.

## Facts & figures

The role holder will share the management of email inboxes with up to 1000 emails per quarter, including up to 900 misconduct cases and up to 150 student complaints per year.

## Internal & external relationships

**Internal:** Students; academics; professional services staff

**External:** External Examiners, national and international partner institutions, PSRBs, Accreditation panel members, local authorities

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety, and wellbeing considerations:

- Regular use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects.
- Ability to occasionally travel in a timely and efficient manner between campuses.

## Person specification

The person specification details the necessary skills, qualifications, experience, or other attributes needed to conduct the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Educated to A level or equivalent including GCSE English and Maths (Grade C/4 or above) or equivalent (A)
- Excellent communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external) (A,I,T)
- Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm when under pressure (I)
- Excellent customer service skills with the ability to deal pleasantly, confidently, and effectively with customers and colleagues (I)
- Excellent organisational and prioritising skills with ability to complete tasks promptly, accurately and with attention to detail (A,I)
- Ability to work under pressure (I)
- Ability to work both independently and in cooperation with others to meet deadlines (I)
- Good IT skills: familiar with the use of large databases, spreadsheets, Microsoft Office applications, and web-based applications to capture and report on (A, I, T)
- Commitment to the creation of a culture that is highly performance and contribution focused (I)

- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver equality, diversity and inclusivity in the day to day work of the role (I)

**Desirable Criteria:**

- Experience of working in a HE environment (A,I)
- Experience of working with confidential information (A, I)
- Experience of working flexibly, responding positively to changing priorities (A, I)
- Understanding of quality assurance and enhancement issues and opportunities in HE (I)
- Experience in minute taking (A, I)
- Experience of web authoring (A, I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*