

Job Description

General Details	
Job title:	Academic Regulations and Compliance Advisor (SaAS17/03i)
Faculty/School/Service:	Student and Academic Services
Normal Work base:	Stoke campus
Tenure:	Permanent
Hours/FTE:	1.0 FTE
Grade/Salary:	Grade 5
Date Prepared:	September 2017

Job Purpose
<p>To carry out casework relating to student appeals, complaints, fitness to practise, fitness to study, extenuating circumstances, academic misconduct and student discipline.</p> <p>To support the development of the University's regulations, including providing advice and training to staff and students on those regulations.</p>

Relationships
<p>Reporting to: Academic Regulations and Compliance Officer</p> <p>Responsible for: No staff responsibility</p> <p>Key Working Relationships: Key staff within Faculties and Services. particularly Estates and Campus Services and the Student and Course Administration teams</p>

Main Activities
<ol style="list-style-type: none"> 1. To support the development of the University's regulations, including providing expert advice and training to staff and students on those regulations. 2. To undertake casework relating to student appeals, complaints, fitness to practise, fitness to study, extenuating circumstances, academic misconduct and student discipline. 3. To maintain accurate and up to date information on the student database relating to student appeals, complaints fitness to practise, fitness to study, academic misconduct and discipline. 4. To provide officer support to complaints, academic misconduct and disciplinary hearings. 5. To support the implementation of University procedures relating to extenuating circumstances, academic misconduct, appeals and complaints.

6. To work collaboratively with Schools and Services to respond in a timely fashion to student appeals and complaints.
7. To support the digitisation of the Academic Regulations & Compliance activity.
8. To effectively use technology to increase efficiency and continuous improvement.
9. To proactively respond to and resolve a wide range of queries by telephone, email or text message, face to face or in writing in a timely and courteous manner.
10. To participate in key University events including Open Days, Visit Days, Enrolment Weekend and Awards Ceremonies; promoting the provision within Student and Academic Services as appropriate.
11. To undertake project and development work across the Service as required.
12. To propose solutions to address identified issues, including proposals for new plans and procedures.
13. To identify and report any health and safety issues in the relevant work areas, ensuring compliance with health and safety legislation and University policies and procedures.
14. Any other duties or responsibilities as may reasonably be required by the Director of Student and Academic Services.

Special Conditions

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment will be subject to the University being satisfied with the outcome of an enhanced check of criminal records via the Disclosure and Barring Service (DBS). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The role holder may be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Guidance for Disclosure Applicants

Please note that, if offered this position, the appointment procedure requires an Enhanced level of Disclosure with the Disclosure & Barring Service (DBS) (formerly CRB) as detailed above in the enclosed job description.

Enhanced Disclosures are for posts that involve a significant degree of contact with children or vulnerable adults. In general the type of work will involve regularly caring for, supervising, training or being in sole charge of such people.

A Disclosure is a document containing information held by the police and government departments. It can be used by employers to make safer recruitment decisions and is provided by the Disclosure & Barring Service (DBS), an executive agency of the Home Office. Disclosures will provide details of a person's criminal record including relevant cautions, convictions, reprimands and warnings held on the Police National Computer (PNC). Depending on the level of Disclosure it might also contain information held by government departments and local police forces.

In applying for a Disclosure the successful applicant will be provided with the relevant form and guidance notes supplied by DBS. The form must be completed and returned to Personnel Services together with various **original** documents confirming identity (full details will be provided at the time). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The completed Disclosure application form will be countersigned and forwarded to the DBS by Personnel Services.

The DBS will then undertake the necessary checks with the Police and other relevant authorities.

After all checks have been carried out, the DBS will send the Disclosure directly to the applicant, which will list any details obtained from those checks. This Disclosure must be presented to the Faculty to be scrutinised- details of whom this document must be presented to will be given at the time. In the event of the DBS check highlighting information held on any of the databases accessed, it may be necessary for a meeting to be convened with the successful applicant in order for an informed decision to be made as to whether or not this affects the offer of appointment. The final decision as to whether appointment can proceed will be made by the Director of Human Resources.

Policy Statement on the Recruitment and Employment of Ex-Offenders

Background

The first priority of Staffordshire University is the safety and welfare of children and vulnerable adults in our care, who use the services of the University or come into contact with members of the University. We intend to achieve this by exercising rigour and vigilance in employment-making; criminal record Disclosures are central to this.

Recipients of criminal record Disclosures must duly comply with the DBS Code of Practice as well as the University's policies and procedures. Disclosure information will be treated as sensitive personal data; recipients will follow the University's data protection and criminal record checking procedure when handling Disclosure information. The University will treat all applicants fairly judging people's criminal records on merit, in accordance

with the law and in relation to the responsibilities of the post in question. The University will not subject anyone who discloses a criminal record to unfair treatment on the basis of convictions, subject to relevant legislation and reasonable judgement.

Policy Statement

- As an organisation using the Disclosure & Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, Staffordshire University complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed
- Staffordshire University is committed to the fair treatment of its staff, potential staff or users of its services, regardless of gender, race, nationality, religion or belief, disability, age, sexual orientation or trades union activity or offending background
- We have a written policy on the employment of ex-offenders which is available on the University's website
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all job advertisements and job descriptions will contain a statement that a disclosure will be requested in the event of the individual being offered the position
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to Personnel Services at Staffordshire University, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process
- Disclosure is required for all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions
- We ensure that those at Staffordshire University who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of the offences. We also ensure that they have received appropriate training and guidance in the relevant legislation relating to the employment of ex-offenders
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to a withdrawal of an offer of employment
- We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment

Having a criminal record is not necessarily a bar to working with us; this will depend on the nature of the position, the circumstances and background of offences.

Person Specification

Job Title: Academic Regulations and Compliance Advisor
(SaAS17/03i)

Faculty/School/Service: Student and Academic Services

The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1.	Experience and knowledge of the application of academic regulations	E	A
2	Evidence of progressive professional development	E	A
3	Evidence of delivering a positive customer service to stakeholders	E	A/I
4	Experience of working in accordance with high standards with evidence of anticipating problems, improving standards and developing innovative customer solutions	E	A/I
5	Evidence of flexibility, the ability to organise a significant workload while balancing competing priorities and producing work to a high standard by agreed deadlines	E	A/I
6	Good interpersonal skills, with the ability to work empathetically and effectively with a wide range of students and staff	E	A/I
7	Good understanding of digital platforms and a willingness to engage with new technology to enhance service delivery.	E	A/I
8	Excellent IT skills, with experience of operating an integrated student records system	E	A/I
9	Effective and committed team player, able to work successfully with others and to build positive working relationships	E	A/I
10	Good verbal and written communication skills with the ability to convey information in simple and straightforward terms to students and staff	E	A/I

*Key	
[A] Application form	To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'
[I] Interview	To be assessed during the interview process including selection tests or presentation, as appropriate