

## Job Description

### General Details

Job title:	Regulations and Compliance Advisor
School/Service:	Registry
Normal Work base:	Stoke campus
Tenure:	Fixed Term (1 Year)
Hours/FTE:	1.0 FTE
Grade/Salary:	Grade 5
Date Prepared:	November 2020

### Job Purpose

To carry out casework relating to student appeals, complaints, fitness to practise, fitness to study, academic conduct and student discipline.

To support the development of University regulations, including providing advice and training to staff and students.

To support the implementation of University processes for the consideration of exceptional circumstances.

### Relationships

Reporting to:	Regulations and Compliance Manager
Responsible for:	No staff responsibility
Key Working Relationships:	Key staff within Registry, Schools and Services, OIA.

### Main Activities

1. To undertake casework relating to student appeals, complaints, fitness to practise, fitness to study, academic and student conduct.
2. To support the development of the University's regulations, including providing expert advice and training to staff and students.
3. To maintain accurate and up to date information on the student record relating to student appeals, complaints fitness to practise, fitness to study, academic misconduct and discipline.
4. To support the ongoing development and implementation of University processes for the consideration of

exceptional circumstances.

5. To provide support to fitness to study and academic and student conduct hearings
6. To work collaboratively with Schools and Services to respond in a timely and professional fashion to student appeals and complaints.
7. To respond to requests for information made in accordance with various legislation including the Freedom of Information Act 2000
8. To support the digitisation of the Academic Regulations & Compliance activity, with a focus on student accessibility.
9. To effectively use technology to increase efficiency and support continuous improvement.
10. 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.
11. To participate in key University events including Open Days, Visit Days, Enrolment Weekend and Awards Ceremonies; promoting the provision within Registry as appropriate.
12. To undertake project and development work across the Service as required.
13. To propose solutions to address identified issues, including proposals for new plans and procedures.
14. 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.
15. The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy
16. Any other duties or responsibilities as may reasonably be required by Senior staff.

### **Special Conditions**

The role holder may be required to travel between sites from time to time in a cost-effective manner.

### **Professional Development**

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### **Variation to Job Description**

The employer 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**

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

### Informal Discussion

If you wish to informally discuss this position, please email the Regulations and Compliance Manager, Ashley Steadman) [Ashley.Steadman@staffs.ac.uk](mailto:Ashley.Steadman@staffs.ac.uk)

### 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.