



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Governance Officer (Student Cases), Secretariat**



**Salary: Grade 7 (£33,797 – £40,322 p.a.)**

**Reference: CSSEC1015**

**We will consider job share and flexible working arrangements**

## **Governance Officer (Student Cases) Secretariat**

**Are you interested in developing a career in Student Case work? Are you enthusiastic and committed to the delivery of an exceptional student experience? If you have experience of formal case investigation, that will inform the effective resolution of appeal, complaint, disciplinary and other cases, this role may be for you.**

Supporting the Head of Student Cases you will be part of a busy team that manages the University processes for resolution of appeals, complaints, disciplinary and other procedures. You will work with students and staff to investigate cases and act to capture institutional learning through casework and work closely with colleagues across the University to make recommendations for changes to practice.

Working flexibly within the team, supporting case management activities of colleagues as workloads fluctuate, you will share good practice and encourage knowledge exchange between colleagues.

Under the direction of senior colleagues you will represent the Secretariat at relevant cross institutional meetings.

### **What does the role entail?**

As a Governance Officer (Student Cases) your main duties will include:

- Leading the analysis of appeals, complaints, and reports from students and playing a key role in their resolution or determination; which includes working with academic and other staff and students to gather information on the background to particular cases; the provision of procedural guidance; and preparing reports and analyses for panel members and committees of inquiry to inform the handling of the case;
- Contributing to the handling of issues of student progress, including the management of non-academic disciplinary matters, the investigation of allegations of sexual offences, and a student's fitness to study or practise; and helping co-ordinate and advising upon the process for handling allegations of cheating and other forms of academic malpractice;





- The provision of support and advice to students and their supporters, and to the wider University community, on complex procedural matters and the academic regulations. This will include the provision of feedback to individual parties and across the University community; involvement in training and production of online materials to disseminate good practice;
- The production of reports, returns and other corporate material generated by the Secretariat. This may include annual reports for external bodies and to the University's governing body and other principal committees;
- Assisting with the University's response to requests made under the Data Protection and Freedom of Information legislation;
- Assisting the University Secretary, the Secretariat Management Team and others in promoting and maintaining best standards of corporate governance. In addition to upholding and supporting the University's values in general - and especially integrity and professionalism - this may include, for example, contributing to the development, promulgation and review of the University's corporate governance processes; advising colleagues and others; and contributing to Secretariat training events;

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Governance Officer (Student Cases) you will have:

- An ability to research, analyse information, and present complex material accurately, clearly, and succinctly, evidenced through education or work experience;
- The ability to work effectively under pressure and excellent planning and organisational skills with the ability to co-ordinate activities across different timescales;
- Effective interpersonal skills, the ability to work as a member of a team and the ability to work independently taking ownership of decisions; making day-to-day decisions, looking for support as necessary;
- Experience of working as part of a service; able to meet targets and expected service standards and able to encourage others to deliver a high quality service;



- Excellent communication skills, including written and effective influencing and negotiating skills to achieve desired outcomes;
- Understanding and experience of working in a regulatory environment, for example the handling of Data Subject Access Requests and Freedom of Information enquiries;
- Sound knowledge of use of word-processing and email packages – Microsoft Office is the current suite of software in use in the Corporate Services;
- Experience in one or more of the following areas:
  - Substantial knowledge of academic regulations and the ability to provide specialist advice and apply this in a consistent and practical way to individual cases;
  - Experience of successfully leading projects and initiatives to deliver results in often complex and difficult situations;
  - Experience of contributing to the development of corporate governance procedures.

You may also have:

- Experience of working with Banner, and/or other relevant student database systems;
- Experience of studying or working in Higher Education.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Rebecca Dearden, Head of Student Cases**

Tel: +44 (0)113 3433626

Email: [r.dearden@leeds.ac.uk](mailto:r.dearden@leeds.ac.uk)



## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

