

Job Description/Person Specification



office of the
independent
adjudicator

Job Description:

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| Job Title: | Assistant Adjudicator (fixed term) |
| Reports to: | Adjudication Manager |
| Department/Location: | Adjudication Team |
| Summary of position Impact and Autonomy: An Assistant Adjudicator ('AA') works within the Adjudication Team, carrying out the core function of the OIA as the body designated under the HE Act 2004 for the independent review of individual student complaints. The team is responsible for the review and resolution of any student complaint which cannot be resolved by the Assessment Team. An AA (fixed term) will learn to work independently, within the framework of internal guidance, to determine the most effective path to resolve complaints. They will be supported to negotiate settlements, exercise judgment, draft and issue Complaint Outcomes on complaints of intermediate complexity. They will be a representative of the OIA and an advocate for good practice in the sector. | |
| Main Responsibilities: <ul style="list-style-type: none">• Manage a varied and demanding caseload on complaints of intermediate complexity• Obtain necessary documentation and information from students and providers and analyse information to identify the most appropriate route towards resolution.• Review complex and entrenched complaints of intermediate complexity and make decisions about their resolution, seeking guidance as required.• Take appropriate actions to ensure compliance with Recommendations.• Contribute to the effective throughput of cases within the OIA's case-handling process.• Contribute to the effective running of the Office and its duty to disseminate good practice to the sector.• Represent the OIA at external events and contribute in other ways to the publicising of the Scheme and dissemination of good practice.• Contribute to effective management of the OIA's core asset, specialist knowledge, by following internal guidance on good practice in knowledge management, and sharing knowledge appropriately with colleagues. | |
| Hours of work: | 35 hours (Full Time) |
| Salary Range: | G4-1 - G4-5 (£33,336 - £38,415) |

Person Specification:

| | Essential | Desirable |
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| Knowledge, Training, Experience | <ul style="list-style-type: none"> • Honours degree or an equivalent professional qualification. • Awareness of the Higher and/or Further Education Sector. | <ul style="list-style-type: none"> • Experience of working within complaints casework, investigatory or ombudsman/regulatory environments. • Experience of HE/ FE administration or delivery, or of student representation. • Experience of mediation/alternate dispute resolution practices. • Experience of applying legal principles outside field of litigation • Knowledge of and/or experience of working with The Equality Act 2010; GDPR and Data Protection legislation. |
| Skills, Qualities, Attitude | <ul style="list-style-type: none"> • Excellent analytical and investigatory skills • Strengths in making logical, evidence-based decisions and reaching solutions to problems which are creative and pragmatic. • Excellent written and oral/telephone communication skills. • High degree of confidentiality, discretion and integrity. • High level of accuracy and attention to detail. • Ability and willingness to learn new processes and procedures with a positive attitude. • Enthusiastic about opportunity to develop professionally, by undertaking stretching tasks and engaging positively with feedback from colleagues. • Self-starter – flexible and proactive; enjoys working autonomously as well as a team; is able to set priorities in own workload. • Resilience to work in a high pressure and emotionally demanding environment. • Comfortable with technology and has the ability to easily pick up new IT systems and processes. | <ul style="list-style-type: none"> • Presentation skills. • Mediation skills. • Understanding of sound knowledge management practices. |
| IT/Product Knowledge | <ul style="list-style-type: none"> • Strong and recent experience of using Microsoft Word, Outlook and Adobe Acrobat Pro. | <ul style="list-style-type: none"> • Knowledge of Respond CenterPoint • PowerPoint, Excel, Sharepoint. • Microsoft Dynamics |

Prepared by

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| Name: | Jo Nuckley | Date: | June 2018 |
| Title and/or Department: | Head of the Adjudication Team | | |