

Job Description/Person Specification



office of the
independent
adjudicator

Job Description:

Job Title:	Casework Administrator
Reports to:	Casework Support Manager
Department/Location:	Casework Support Team
Summary of position, Impact and Autonomy: The Casework Administrator will work as part of the Casework Support Team offering excellent customer service to our stakeholders and cover other administrative functions within the OIA. The primary focus of the role is to provide casework support. This will include being the point of contact for students, and will require the successful applicant to maintain accurate records on the progress of complaints through our review process.	
Main Responsibilities: <ul style="list-style-type: none">• Casework administration, including handling emails and telephone enquiries from complainants and educational institutions, determining whether a response is required and responding where appropriate• Logging complaints forms• Conducting an assessment of eligibility of complaints for review and notifying students of the outcome• Monitoring University compliance with recommendations/requests made by the OIA• Handling a variety of incoming and outgoing calls, using good communication and questioning skills, to ensure that the appropriate information is provided• Dealing with a range of service users in challenging situations and modifying the approach to best suit their needs• Recording accurate information on our database and spreadsheets• Data entry and administrative tasks• Contribute to effective management of the OIA's core asset, specialist knowledge, by following internal guidance on good practice in knowledge management	
Hours of work:	Full time
Salary Range:	G2-1 – G2-5

Person Specification:

	Essential	Desirable
Knowledge, Training, Experience	<ul style="list-style-type: none"> • Customer Service experience including dealing with a volume and variety of telephone enquiries • A general understanding of complaints handling 	<ul style="list-style-type: none"> • Knowledge of the higher/further education sector
Skills, Qualities, Attitude	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Good written skills • A high level of accuracy and attention to detail • An ability and willingness to learn new processes and procedures • A hands-on approach, friendly, enthusiastic and team-oriented • A high degree of confidentiality, discretion and integrity • A self starter – reliable, confident, flexible and proactive, able to work autonomously when required • Good time-management and well organised • Adaptable • Good analytical skills 	
IT/Product Knowledge	<ul style="list-style-type: none"> • Microsoft Word, Excel, Outlook 	<ul style="list-style-type: none"> • Respond CenterPoint • Adobe Acrobat Pro

Competencies

Excellent communication

Accuracy & Precision

Customer Focus

Problem Solving

Teamwork

Planning and Organisation

Embracing Change

Prepared by

Name:	Tim Cadd	Date:	Aug 2017
Title and/or Department:	Casework Support Manager		