

# Senior Case Handler

Office of Student Conduct, Complaints and Appeals

Closing date: 5 March 2025

Job Reference: AB44921



# Senior Case Handler

**Salary:**

£46,485-58,596

**Contract:**Fixed term until 7<sup>th</sup> July 2026**Location:**

Cambridge

**Faculty / Department:**

Student Operations

**Responsible to:**

Head of Office

**Working Pattern:**

Full-time

**Purpose of the role**

The Office of Student Conduct, Complaints and Appeals team is expanding as a result of an increase in cases and is looking for a full-time Senior Case Handler to join the team.

The main purpose of the role is to support the Head of Office, alongside three existing Senior Case Handlers, in managing the caseload and procedures relating to student conduct (discipline and capability to study), complaints and reviews of examination results and other decisions made by the University. This includes undertaking complex case work and providing guidance to case handlers to ensure a high quality of case handling decisions. The role will also provide secretary support to University Committees including the Disciplinary Committee, the Fitness to Practise Appeals Committee and the Capability to Study Committee; as well as supporting risk assessment processes relating to these procedures.

The role also includes line management responsibilities for a OSCCA Case Handler or Team Administrator, as well as ensuring internal processes are as efficient as possible and data analysis is routinely undertaken so that the University can learn from cases.



## Key responsibilities

### Casework:

- To handle individual complaints and appeals received from students, investigating the matter in accordance with the procedure and ensuring decisions are made and communicated to the student.
- To handle individual conduct cases (discipline, capability to study, fitness to practise appeals), including providing procedural advice to Committees as Secretary, drafting Committee decisions, undertaking risk assessments and communicating to the Head of OSCCA if Precautionary Action is appropriate and communicating to the students and staff involved.
- Acts as deputy for the University's principal contact with the Office of the Independent Adjudicator (OIA) and with other external parties who may have a legitimate interest in particular cases, and drafting University responses to those parties.

### Managing and supervising others

- Line managing the OSCCA administrator or a case handler, overseeing internal team processes, including case management, using a cycle of continuous improvement to ensure efficiency.
- Supervise and allocate the work of case handlers alongside the other Senior Case Handlers to ensure that case handling decisions from all staff are consistent and high quality.

### Procedural advice

- Providing advice to University and College staff and others regarding procedures, in response to individual questions and also through guidance documents, website information, staff training sessions and special interest network events etc.

### Personal development

- To maintain and increase knowledge regarding sector-specific best practice relating to case handling and student case procedures, which will be used to support the Head of OSCCA in the review of procedures and other work.

### Monitoring

- Analysing case data and systems for annual reporting, FOIs and to ensure the University is learning lessons from cases.

# Person Specification

Criteria	Essential	Desirable
<b>Experience</b>		
Experience of working in a case handler role in a higher education, customer service, or legal environment	✓	
Experience of operating within a regulations and compliance framework, either within which the HE sector, or a comparable sector	✓	
<b>Specialist knowledge and skills</b>		
A developed ability to work independently, with minimal supervision, and on his/her own initiative	✓	
Ability to prioritise and self-manage a varied workload, to meet targets and deadlines, and to work effectively under pressure	✓	
Excellent communication skills (clarity and reliability in written and oral forms), in dealing with a range of individuals and the ability to explain, present complex information to a wide audience.	✓	
Proven ability to communicate effectively with, and collaborate with, senior academic and administrative staff and to provide, clear and authoritative advice to a wide range of individuals and bodies.	✓	
Proven ability to deal with people with diplomacy and tact, and to respect strict confidentiality; awareness and sensitivity to risk and its management.	✓	
An understanding of the legal principles and dimensions associated with complaints and appeals processes.	✓	
Skills in absorbing the details of complex cases, and distilling the essential facts.	✓	
Strong IT skills in a range of programmes including Word, PowerPoint or Publisher, Access or Excel and Outlook.	✓	
<b>Education</b>		
Degree level qualification/level 6 vocational qualification or equivalent experience	✓	
<b>Additional requirements</b>		
Flexibility of approach and willingness to undertake an evolving role within the Office of Student Conduct, Complaints and Appeals, embracing and managing change.	✓	
The team works to a very high level of accuracy, reliability and timeliness in relation to the different student procedures and achieving this puts the team under considerable pressure. Ability to remain calm and patient when under pressure or dealing with difficult individuals is required.	✓	

# Education Services



Based at the purpose-built Student Services Centre which opened in April 2019, Education Services sits within the Academic Division of the University's Unified Administrative Service (UAS). Education Services comprises the following teams:

- Student Support (Including Accessibility & Disability Resource Centre, University Counselling Service, Mental Health Advice Service and the Harassment and Violence Support Service)
- Admissions & Participation (Including Cambridge Admissions Office and Postgraduate Admissions Office).
- Cambridge Centre for Teaching and Learning
- Education Quality and Policy Office

- Student Operations (Including Student Registry, International Student Office, Office for Student Conduct, Complaints & Appeals)

These Departments are supported by the SSC Support Team which delivers a shared service in the following areas:

- Financial Administration
- Human Resources support, including recruitment administration
- Reception and Facilities Management and Health and Safety.

# Terms of Appointment

## Tenure and probation

Appointment will be made on a fixed term basis, until 7th July 2026.

Appointments will be subject to satisfactory completion of a 9 month probationary period.

## Hours of Work and Working Pattern

This is a full-time role at 1.0 FTE. Days to be worked are Monday-Friday during office hours.

During the initial induction period the role-holder may be required to work from the office Monday-Friday. Following the initial induction period, hybrid working is typical within the office. It is expected that team members work from the office on Wednesdays and additional days as the role requires. Otherwise, role-holders can work in the office or from home as preferred.

## Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a hybrid pension scheme. For further information please visit: [www.pensions.admin.cam.ac.uk/](http://www.pensions.admin.cam.ac.uk/).

## Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays.

## Equality and Diversity

We particularly encourage candidates from a Black, Asian and Minority Ethnic

background to apply for these vacancies as there is under-representation within OSCCA and the University.

The University offers support and networking opportunities for a number of under-represented staff groups, including the Race Equality Network.

## General information Pre-employment checks

### Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

### Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

### Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

### References

Offers of appointment will be subject to the receipt of satisfactory references.

## Information if you have a disability

The University welcomes applications from individuals with disabilities. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided in the application form. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact [SSCJobs@admin.cam.ac.uk](mailto:SSCJobs@admin.cam.ac.uk).

# The University

**The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.**

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



# About Us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

*Stephen Toope, Vice Chancellor 2019*





# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



*Professor Bhaskar Vira, Pro-Vice-Chancellor for Education*

## **Equality & diversity**

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# Living in Cambridge

**Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.**

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



*Professor Okeoghene Odudu, Professor of Competition Law*

## CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



# What Cambridge can offer

## Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

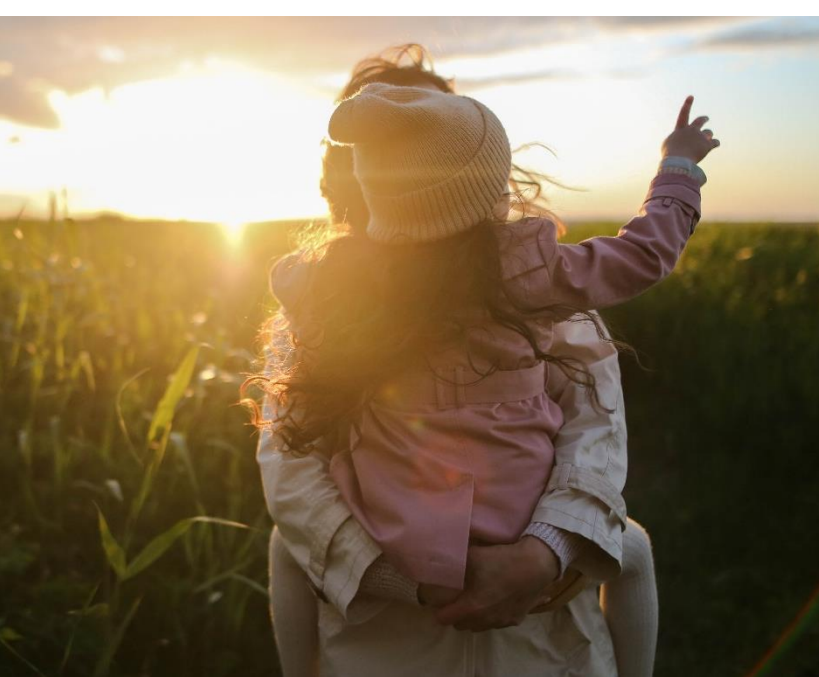
The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

## Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



# How to apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Informal enquiries are welcomed and should be directed to: Nikki Bannister ([ncb42@admin.cam.ac.uk](mailto:ncb42@admin.cam.ac.uk)).

If you have any queries regarding the application process, please contact Student Services Centre HR Team on [SSCjobs@admin.cam.ac.uk](mailto:SSCjobs@admin.cam.ac.uk).

**The closing date for applications: Wednesday 5 March 2025**

**The interview date for the role: Tuesday 18 March and Wednesday 19 March 2025**