

## Student Casework Officer

<b>Role</b>	Complex Casework Officer
<b>Department:</b>	Legal and Governance
<b>Grade/ Salary:</b>	Grade 8, £51,563 - £58,984
<b>Contract Type:</b>	.6 Permanent
<b>Hours:</b>	21 per week (Part-time)
<b>Location:</b>	Remote (with occasional need to attend New Cross campus)

## Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr-recruitment@gold.ac.uk](mailto:hr-recruitment@gold.ac.uk) to make your request.

## Job description

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Reporting to: Student Casework Manager

Reports: No direct reports

### Summary:

Job Overview: Complex Case Handler, Student Casework Team (Grade 8)

We are seeking a highly organised and detail-oriented professional with significant experience in casework to join our Student Casework Team as a Complex Case



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
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Handler. This senior role involves managing and overseeing complex student casework, including academic appeals, student complaints, student conduct cases, and academic misconduct.

In addition to case management responsibilities, the successful candidate will liaise with the Office of the Independent Adjudicator (OIAHE) to defend cases presented to the organisation, ensure the university's compliance with regulatory standards, and facilitate the resolution of referred cases.

You will provide expertise and effective case management to ensure a high-quality service in the delivery of independent and timely investigations of student cases. The successful candidate will play a pivotal role in ensuring the efficient and compliant management of casework by leveraging IT systems to maintain accurate records and documentation, whilst working remotely.

This is an exciting opportunity for individuals looking to expand their knowledge of casework while utilising their skills and expertise in administrative tasks. It offers a chance to develop expertise in managing complex processes within the higher education environment, whilst supporting students through their educational experience.

The post holder will manage their own caseload while supporting Investigating Officers and Conduct Chairs by providing detailed briefings, recommendations, and guidance to ensure compliance with established procedures. Additionally, the successful candidate will act as a reviewer for casework outcomes, ensuring that decisions reached are accurate, fully compliant with sector norms, and demonstrate best practice. The post holder will have the authority to amend or review decisions made at the review stage of complaints, requiring vast knowledge and significant experience of the higher education sector to undertake this responsibility effectively. They will also work closely with students and colleagues across the College, delivering clear and concise information and guidance to all members of the Goldsmiths community.

Furthermore, the successful candidate will provide expert advice to senior stakeholders, demonstrating a strong understanding of the legal and regulatory

frameworks within the higher education sector, including the guidance set out by the Office of the Independent Adjudicator (OIA).

This role also involves supporting Panels and Hearings, including Chairing Misconduct Panels as well as presenting cases on behalf of Goldsmiths, whilst ensuring accurate and comprehensive records and minutes are maintained, and following up on action points to completion. The successful candidate will inspire confidence through their expertise, professionalism, and commitment to maintaining the highest standards in student casework management.

### **Main duties:**

#### **Operational duties**

- To maintain detailed records relating to active and archived cases including precedents in the resolution of cases, using the College's case management system.
- To maximise use of IT systems in the management of correspondence, documentation, record keeping and case management.
- To work closely with colleagues in the Student Casework Team and beyond to ensure provision of high-quality services, and continuous improvement to the student experience.

#### **Student Casework**

- Implement and oversee policies and procedures relating to student complaints, academic appeals, and misconduct cases, with a strong focus on early dispute resolution, capturing lessons learned, and ensuring continuous improvement of processes.
- Draft clear, professional, and accurate response letters to complainants and appellants, ensuring alignment with university procedures and sector standards.
- Chair panel hearings for academic misconduct, student misconduct, and complex complaint reviews, ensuring a fair, thorough, and transparent evaluation of cases.

- Act as an investigator for student misconduct cases, reviewing evidence, conducting interviews, and presenting well-reasoned recommendations to Conduct Chairs.
- Serve as a complex complaint reviewer for cases escalated to the final stage of the university's complaints process, ensuring decisions are robust, impartial, and compliant with sector norms and regulatory frameworks.

### **Training and Capacity Building**

- Design and deliver training sessions on behalf of the Student Casework Team for Investigating Officers, and Panel Members to promote effective case resolution, enhance understanding of legal and regulatory obligations, sector best practices.
- Provide expert advice and clear guidance to academic and professional staff, Investigating Officers, Panel Members, and students on casework policies, procedures, and related matters.

### **Communication and Reporting**

- Liaise with senior stakeholders to ensure the effective implementation and adherence to university policies and procedures, and to support the resolution of complex cases.
- Assist the Student Casework Manager in preparing comprehensive termly reports on casework trends and outcomes for submission to university committees, contributing to institutional learning and policy refinement.
- Manage and respond to queries received via multiple busy, student-facing inboxes, providing timely and precise information to students and staff.

### **Administrative and Operational Support**

- Maintain detailed records of active and archived cases, including precedent-setting resolutions, using the university's case management system.
- Optimise the use of IT systems to manage correspondence, documentation, and casework efficiently.
- Record accurate and coherent minutes from panels and meetings.
- Ensure familiarity with the university's regulations, strategy, and objectives, proactively contributing to its commitment to equality, diversity, and inclusion.

## **General Responsibilities**

- Actively contribute to a safe working environment by participating in necessary training and adhering to the university's Health and Safety Codes of Practice and Policy.
- Undertake any additional duties reasonably required to support the Student Casework Team and the broader objectives of Goldsmiths.

## **Person Specification**

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### **Experience (essential)**

- A minimum of an undergraduate degree or equivalent qualification.
- Extensive experience in managing complex casework, including conducting detailed investigations and supporting panels convened to consider appeals, complaints, and allegations of misconduct.
- Proven experience in conducting in-depth casework investigations within a higher education or comparable professional environment.
- Demonstrated ability to implement policies and procedures in alignment with external frameworks, sector best practices, and supporting guidance, ensuring successful adoption and compliance.
- Strong experience in providing clear and effective advice and guidance to a diverse range of stakeholders, including students, academic staff, and senior decision-makers.
- Proficiency in managing sensitive data with confidentiality and integrity, including experience in handling such data securely while working remotely.
- Comprehensive understanding of the legal and regulatory frameworks relevant to higher education, including the guidance of the Office of the Independent Adjudicator (OIAHE).
- Proven ability to review and evaluate complex cases, ensuring decisions are fair, transparent, and compliant with established procedures and sector norms.
- Experience in designing and delivering training sessions to diverse audiences, including staff and senior stakeholders, to enhance understanding of policies, procedures, and sector obligations.

- Exceptional written and verbal communication skills, with the ability to draft clear, accurate, and professional documentation such as outcome letters, reports, and guidance materials.
- Demonstrated ability to liaise effectively with senior stakeholders, both internal and external, to ensure policy alignment, procedural compliance, and the resolution of complex cases.
- Strong organisational abilities, including the capacity to manage a high-volume workload, prioritise tasks effectively, and meet strict deadlines.
- Experience in chairing or contributing to formal panel hearings for misconduct, appeals, or complaints, ensuring adherence to institutional and sector-wide standards.
- A strong commitment to advancing equality, diversity, and inclusion, with the ability to embed these principles in case management and decision-making processes.
- Advanced proficiency in using case management systems and IT tools to ensure the efficient handling of records, documentation, and correspondence.

### **Skills (essential)**

- **Confident and Empathetic Communication:** Ability to confidently and empathetically handle challenging conversations with staff and students, particularly on sensitive issues related to pastoral concerns, demonstrating tact and professionalism.
- **Exceptional Communication Skills:** Outstanding written and oral communication skills, with the ability to present complex information clearly, concisely, and persuasively to diverse audiences.
- **Minute-Taking and Reporting:** Proficient in minute-taking and capable of producing comprehensive, accurate, and clear reports from meetings and panel hearings.
- **Regulation and Policy Analysis:** Strong ability to interpret and analyse regulations, policies, and procedures, applying them effectively to individual cases and providing clear, evidence-based advice to Investigating Officers and other stakeholders.
- **Organisational and Time Management Skills:** Exceptional attention to detail and the ability to manage a diverse workload effectively, prioritise tasks, and meet

tight deadlines. Able to work independently while contributing to team objectives and broader university goals.

- Remote Working Capability: Demonstrated ability to work remotely with a high degree of motivation and discipline, while maintaining regular and effective communication with the team to ensure collaboration and alignment.

#### **Other (desired)**

- Commitment to and understanding of equality and diversity issues within Goldsmiths and the wider community.
- Understanding Goldsmiths mission, values and strategy
- Some rudimentary coding knowledge is desirable to support the College's case management system, particularly in the use of webhooks.

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.**

For more information about the role, please contact the Casework team Manager on [m.broderick@gold.ac.uk](mailto:m.broderick@gold.ac.uk)

**March 2025**

#### **Summary of Benefits**

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

If you choose to work on campus you will also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary

- Working remotely
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support and information service on a range of personal, family or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)

### **Further information**

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about)

**Thank you for your interest in working with us, we wish you all the best with your application.**