

Job description and person specification

Job title:	Case-handler
Reports to:	Adjudication Manager / Head of Casework Support & Resolution Team
Department / Location:	Assessment & Resolution Team
Hours of work:	35 hours (full-time) / Part time working considered
Salary range:	Grade 3: £32,708 – £38,015

Summary of position, impact and autonomy:

The Case-handler will work as part of the Assessment & Resolution Team which is a lively and collaborative casework environment. The Case-handler conducts the initial assessment process for complaints. The Case-handler also conducts reviews of individual complaints and drafts and issues Complaint Outcomes. Personal interaction by phone with students and providers is a key part of the role.

Main responsibilities:

With appropriate guidance and support:

- Appropriately apply the OIA's initial assessment process to complaints
- Decide whether complaints are eligible for review under the Rules of the Scheme and inform all parties
- Request and obtain documents and information from higher education providers ("providers"), students and student representatives
- Promote and assist resolution of complaints at the earliest stage possible by communicating with students, student representatives and providers
- Provide effective guidance to students, student representatives and providers on the OIA's casehandling process, possible remedies and typical timeframes
- Conduct reviews of complaints, draft and issue Complaint Outcomes
- Analyse and take appropriate actions on eligibility decisions and Complaint Outcomes in accordance with OIA policy
- Take appropriate actions to ensure providers comply with good practice recommendations
- Keep thorough and accurate case records on the OIA's case management systems
- Effectively and efficiently manage own case load of complaints in line with the OIA's processes.
- Contribute to the development of the OIA's knowledge management systems
- Represent the OIA at external events and contribute in other ways to publicising the Scheme and sharing good practice

Person specification:

	Essential	Helpful to have, but not essential
Knowledge, training, experience	<ul style="list-style-type: none"> • Be experienced at dealing with a range of people at various levels • Experience of managing and maintaining a heavy workload • Awareness of the higher and/or further education sector 	<ul style="list-style-type: none"> • Experience of mediation/alternate dispute resolution practices • Experience of working in complaints casework, investigatory or ombuds/regulatory organisations
Skills, qualities, attitude	<ul style="list-style-type: none"> • Excellent written and oral/ telephone communication skills • Excellent interpersonal skills • Customer service focus • High degree of discretion and integrity • High level of accuracy and attention to detail • Analytical and investigatory skills • Ability and willingness to learn new processes and procedures with a positive attitude • Self-starter, flexible, proactive and able to work autonomously • Ability to adapt approach to suit a range of different people • Ability to manage and prioritise a heavy workload • Resilience to work in a demanding and high-volume environment • Strong ability to remain calm under pressure • Friendly and committed to the benefits of team working 	<ul style="list-style-type: none"> • Mediation skills
Competencies	<ul style="list-style-type: none"> • Analytical • Impactful • Approachable • Professional • Open-Minded • Constructive 	
Technical knowledge	<ul style="list-style-type: none"> • Comfortable with technology and with the ability to adjust to new and changing IT systems and processes. • Strong and recent experience of using Microsoft Word, Excel and Outlook. 	<ul style="list-style-type: none"> • Knowledge of PowerPoint, Adobe Acrobat Pro and/or SharePoint