

# Job description and person specification

## Casework Administrator

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<b>Job title:</b>	<b>Casework Administrator</b>
Reports to:	Casework Support Manager
Department / Location:	Casework Support Team
Hours of work:	35 hours (full-time) / Part time working considered
Salary range:	<b>Starting salary of £27,589</b> (Salary progression based on performance £27,589 – £32,127)

### 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:

- 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.

## Person specification:

	<b>Essential</b>	<b>Helpful to have, but not essential</b>
<b>Knowledge, training, experience</b>	<ul style="list-style-type: none"> <li>• Customer Service experience including dealing with a volume and variety of telephone enquiries</li> <li>• A general understanding of complaints handling</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the Higher and/or Further Education Sector</li> </ul>
<b>Skills, qualities, attitude</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, including on the telephone</li> <li>• Good written skills</li> <li>• A high level of accuracy and attention to detail</li> <li>• An ability and willingness to learn new processes and procedures</li> <li>• A hands-on approach, friendly, enthusiastic and team-oriented</li> <li>• A high degree of confidentiality, discretion and integrity</li> <li>• A self starter – reliable, confident, flexible and proactive, able to work autonomously when required</li> <li>• Good time-management and well organised</li> <li>• Adaptable and resilient</li> <li>• Good analytical skills</li> </ul>	
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Analytical</li> <li>• Impactful</li> <li>• Approachable</li> <li>• Professional</li> <li>• Open-Minded</li> <li>• Constructive</li> </ul>	
<b>Technical knowledge</b>	<ul style="list-style-type: none"> <li>• Comfortable with technology and with the ability to adjust to new and changing IT systems and processes.</li> <li>• Strong and recent experience of using Microsoft Word, Excel and Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Adobe Acrobat Pro</li> <li>• Knowledge of Microsoft Dynamics</li> <li>• Experience of database/ case management system e.g. Respond CenterPoint</li> </ul>

Last reviewed: March 2023