

Job description and person specification

Job title:	Assistant Adjudicator
Reports to:	Adjudication Manager
Department / Location:	Adjudication Team
Hours of work:	35 hours (full time) / Part-time working considered / Opportunity for flexible working
Contract type:	Permanent
Salary range:	Grade 5: starting salary of £47,306 (Salary progression based on performance £47,306 – £55,350)

Summary of position, impact and autonomy:

An Assistant Adjudicator (AA) will work as part of the Adjudication Team. The Adjudication Team is responsible for the review and resolution of student complaints. The cases it deals with tend to be complex and/or entrenched and cases where the issues involved present risks to the organisation, to the student or to provider which are more likely to arise and/or may have a greater impact. The Adjudication Team is a collaborative casework environment and most cases it deals with will already have been through our triage process which is conducted by the Assessment & Resolution Team (ART) and which involves gathering initial information about the case. Assistant Adjudicators work at pace to see cases through to conclusion by either writing and issuing clear, concise, accurate and well-reasoned decisions (Complaint Outcomes) or by negotiating settlements. Personal interaction by phone with students and providers is a part of the role. Assistant Adjudicators will also be a representative of the OIA and an advocate for good practice in the sector.

Main responsibilities:

- Review complex and entrenched complaints, and make and communicate decisions about their resolution
- Write and issue clear, concise, accurate and well-reasoned case decisions/Complaint Outcomes
- Manage a complex, varied and demanding caseload
- Obtain documentation and information from students and providers as necessary and analyse information to identify the most appropriate route towards resolution
- Contribute to the effective throughput of cases within the OIA's case-handling process
- Take appropriate actions to ensure compliance with Recommendations
- Contribute to effective management of the OIA's core asset, specialist knowledge, by following internal guidance on good practice in knowledge management, and sharing knowledge appropriately with colleagues.
- Contribute to the effective running of the Office and its duty to share good practice with the sector
- Represent the OIA at external events and contribute in other ways to the publicising of the Scheme and sharing of good practice

Person specification:

	Essential	Helpful to have, but not essential
Knowledge, training, experience	<ul style="list-style-type: none"> Honours degree or equivalent professional qualification or experience Be experienced at dealing with a range of people at various levels Experience of managing and maintaining a heavy workload 	<ul style="list-style-type: none"> Experience of mediation/alternate dispute resolution practices Experience of working in complaints casework, investigatory or ombuds/regulatory organisations, or applying legal principles outside field of litigation Awareness of the higher and/or further education sector
Skills, qualities, attitude	<ul style="list-style-type: none"> Excellent analytical and investigatory skills Strengths in making logical, evidence- based decisions and reaching solutions to problems which are creative and pragmatic Excellent written and oral/ telephone communication skills with a customer service focus High degree of confidentiality, discretion and integrity High level of accuracy and attention to detail Ability and willingness to learn new processes and procedures with a positive attitude Enthusiastic about opportunity to develop professionally, by undertaking stretching tasks and engaging positively with feedback from colleagues Self-starter – flexible and proactive; enjoys working autonomously as well as a team; is able to set priorities in heavy workload Resilience to work in a high pressure and emotionally demanding environment Friendly and committed to the benefits of team working 	<ul style="list-style-type: none"> Mediation skills Presentation 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 	