

Job description and person specification

Job title:	Adjudication Manager (Assessment and Resolution Team)
Reports to:	Head of the Casework Support and Resolution Team
Department / Location:	Assessment and Resolution Team
Hours of work:	Full-time or Part-time
Contract type:	Permanent
Salary range:	Grade 7: starting salary of £65,927 (Salary progression based on performance £65,927 – £74,577)

Summary of position: impact and autonomy:

An Adjudication Manager (Assessment and Resolution Team) supports the Head of the Casework Support and Resolution Team in driving and sustaining a high-performance culture within the Assessment and Resolution Team (ART) and across our case-handling teams. An Adjudication Manager (AM) is responsible for managing the performance and development of several Case-handlers and Senior Casehandlers.

The ART is responsible for conducting the OIA's Triage process and reviewing and resolving student complaints, working collaboratively and closely with our other casework teams.

The AM will work in collaboration with management colleagues across the casework teams to ensure that our casework is managed in an efficient manner and in line with the OIA's values. The AM will facilitate the achievement of team goals by providing appropriate support and training to Case-handlers and Senior Case-handlers, including giving advice on casework, processes and ensuring that the performance of all reporting staff is appropriately managed. AMs will reach decisions on complaints of a range of risk and complexity with independence and recognition of the need for organisational consistency. As a member of the Casework Quality Group ("CQG"), individuals will be responsible for developing and applying OIA policy on casework. AMs will work collaboratively with colleagues at all levels across the OIA to ensure an integrated approach to our work, to identify operational priorities and to develop and implement practical actions to achieve required results.

Main responsibilities:

- Manage the performance of a sub-team of Case-handlers and Senior Case-handlers within the ART while they are working in the office and remotely. This includes:
 - Motivating reporting team members to achieve their full potential.
 - Overseeing workloads of reporting team members and the effective throughput of cases.
 - Proactively ensure that appropriate action is taken to address cases which might be subject to delay.
 - Supporting case-handling staff in establishing and maintaining good casework practices, understanding and applying the OIA's approach to casework.
 - Setting targets and objectives as well as conducting probation reviews and appraisals of reporting team members.

- Applying and contributing to the development of our performance management process. Identifying training and development needs and overseeing casework related training as appropriate.
- Managing reporting team members during probationary periods, including making informed and well-reasoned decisions about the development and progress of our people in probationary periods.
- Work in close collaboration with the Head of Casework Support and Resolution Team and other AMs in the ART to ensure that ART operates its functions efficiently and in line with the OIA's Values. Facilitate positive, supportive, and constructive working relationships across the ART.
- Work closely with casework management colleagues to ensure that all case-handling staff are able to access effective and high-quality casework advice and support. Provide effective crossteam casework and management advice and support as required.
- Work closely with the Case Coordinator and other casework staff to ensure that triage and review casework is allocated in an efficient and intelligent manner and in line with direction given by the Head of Casework Support and Resolution.
- Contribute to the recruitment and selection of staff to the ART and other internal positions/secondments as appropriate.
- Contribute actively to the work of the Casework Quality Group by:
 - Providing guidance and support on casework matters to case-handling colleagues, including where appropriate providing constructive feedback to colleagues in other casework teams.
 - Contributing to quality assurance processes and providing Casework Quality (CQ) advice on Complaint Outcomes, closure letters, recommendations, and settlements, and dealing with requests to re-open and eligibility and termination appeals, in line with relevant internal guidance and the CQ process.
 - Contributing to the develop of OIA policy on HE issues and guidance on its application.
 - Assisting other members of CQG in reaching decisions in complex cases.
 - Overseeing the work of subject and process knowledge coordinators.
- Liaise with the Leadership Team on service complaints and ensure appropriate learning is fed back to reporting team members.
- Liaise with the Outreach and Insight Team to ensure any appropriate learning is embedded into the ART and wider casework unit.
- Contribute to the effective running of the Office and its duty to share good practice with the sector, by representing the OIA at external events at a senior level. Take responsibility for the content of material made available to external stakeholders about good practice and the operation of the Scheme. Deliver training and presentations to key audiences as required. Liaise with higher education providers about operational matters, particularly where there may be difficulties in the relationship between a provider and the OIA.
- Contribute to the identification of the OIA's long-term strategic aims. Communicate these organisational aims and priorities to staff. Identify, develop and implement projects as necessary to achieve these aims.
- Act as champion for continuous improvement, both within the OIA and across the wider sector.
- Contribute to the effective management of the OIA's core asset, information and specialist knowledge, within the ART. Demonstrate commitment to the principles of good practice in Knowledge Management, and act as a role model for the team by following the practices required by internal guidance. Raise any areas of concern or suggestions for improvements to practice proactively and constructively with appropriate colleagues. Assume responsibility for the quality of internal case-handling guidance relating to specific subject or process areas.

Person specification:

	Essential	Helpful to have, but not essential
Knowledge, training, experience	<ul style="list-style-type: none"> • Hold an honours degree or an equivalent professional qualification. • Proven track record of efficient handling of complex complaints casework in investigatory or ombudsman/regulatory environments. • Proven track record of having provided advice, guidance and support to colleagues at various levels. • Detailed understanding of Equality, Diversity and Inclusion. 	<ul style="list-style-type: none"> • Experience of managing people. • Experience of HE administration.
Skills, qualities, attitude	<ul style="list-style-type: none"> • High degree of confidentiality, discretion and integrity. • Demonstrate leadership qualities and the ability to identify organisational priorities and link our vision to operational process. • Thorough understanding of the OIA's remit and approach to key issues. • Committed to resolving complaints efficiently in proportionate, creative and pragmatic ways. • Confidence, tact and sensitivity to communicate with colleagues at all levels of the organisation, students, service users and senior representatives of the sector, including challenging conversations. • Resilience to work in a demanding, high volume and high pace environment. • Exceptional analytical and investigatory skills. • Excellent written and oral/telephone communication skills with a service user focus. • High level of accuracy and attention to detail. • Outstanding time management, organisational and prioritisation skills. • Ability and willingness to adapt to new processes and procedures with a positive attitude. • Highly enthusiastic, positive and motivated. • Self-starter – flexible and proactive, able to work autonomously. • Committed to team working whilst having the confidence to make difficult decisions independently. 	<ul style="list-style-type: none"> • Presentation skills. • Mediation skills. • Coaching/ mentoring or training skills. • Understanding of sound knowledge management practices.
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 and willingness to adjust to new and changing IT systems and processes. • Strong and recent experience of using Microsoft Word, Microsoft Teams, Excel, Outlook, OneDrive, SharePoint and Adobe Acrobat Pro. 	<ul style="list-style-type: none"> • Knowledge of Respond CenterPoint, PowerPoint, Ring Central and Microsoft Dynamics.
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Last reviewed: July 2021

Prepared by: Chris Pinnell – Head of Casework Support and Resolution Team