

## Job Description/Person Specification



office of the  
independent  
adjudicator

### Job Description:

<b>Job Title:</b>	<b>Case-handler</b>
Reports to:	<b>Adjudication Manager / Head of Casework Support and Resolution Team</b>
Department/Location:	<b>Assessment &amp; Resolution Team</b>
<b>Summary of position Impact and Autonomy:</b>  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.	
<b>Main Responsibilities:</b>  With appropriate guidance and support: <ul style="list-style-type: none"><li>• Appropriately apply the OIA's initial assessment process to complaints</li><li>• Decide whether complaints are eligible for review under the Rules of the Scheme and inform all parties</li><li>• Request and obtain documents and information from higher education providers ("providers"), students and student representatives</li><li>• Promote and assist resolution of complaints at the earliest stage possible by communicating with students, student representatives and providers</li><li>• Provide effective guidance to students, student representatives and providers on the OIA's case-handling process, possible remedies and typical timeframes</li><li>• Conduct reviews of complaints, draft and issue Complaint Outcomes</li><li>• Analyse and take appropriate actions on eligibility decisions and Complaint Outcomes in accordance with OIA policy</li><li>• Take appropriate actions to ensure providers comply with good practice recommendations</li><li>• Keep thorough and accurate case records on the OIA's case management systems</li><li>• Effectively and efficiently manage own case load of complaints in line with the OIA's processes.</li><li>• Contribute to the development of the OIA's knowledge management systems</li><li>• Represent the OIA at external events and contribute in other ways to publicising the Scheme and sharing good practice</li></ul>	
Hours of work:	35 hours (full time) / Part-time working considered
Salary Range:	Grade 3: £31,358 to £36,465

**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>• Be experienced at dealing with a range of people at various levels</li> <li>• Experience of managing and maintaining a heavy workload</li> <li>• Awareness of the higher and/or further education sector</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of mediation/alternate dispute resolution practices</li> <li>• Experience of working in complaints casework, investigatory or ombuds/regulatory organisations</li> </ul>
<b>Skills, Qualities, Attitude</b>	<ul style="list-style-type: none"> <li>• Excellent written and oral/ telephone communication skills</li> <li>• Excellent interpersonal skills</li> <li>• Customer service focus</li> <li>• High degree of discretion and integrity</li> <li>• High level of accuracy and attention to detail</li> <li>• Analytical and investigatory skills</li> <li>• Ability and willingness to learn new processes and procedures with a positive attitude</li> <li>• Self-starter, flexible, proactive and able to work autonomously</li> <li>• Ability to adapt approach to suit a range of different people</li> <li>• Ability to manage and prioritise a heavy workload</li> <li>• Resilience to work in a demanding and high-volume environment</li> <li>• Strong ability to remain calm under pressure</li> <li>• Friendly and committed to the benefits of team working</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation 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 PowerPoint, Adobe Acrobat Pro and/or SharePoint</li> </ul>

**Last reviewed: December 2020**