



office of the
independent
adjudicator

CASEWORK ADMINISTRATOR

Casework Support Team | Office of the Independent Adjudicator

CANDIDATE PACK | JULY 2025
oiahe.org.uk

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ABOUT THE OIA

The OIA has a unique role as the operator of the independent student complaints scheme for England and Wales established under the Higher Education Act 2004. Our Scheme covers a wide variety of higher education providers, and the nature of complaints ranges from concerns about teaching and assessment to live issues in higher education such as industrial action, discrimination and sexual misconduct. We use learning from complaints to help improve policies and practices and the student experience.

We are independent of higher education providers and of other higher education sector organisations, whilst being a key part of the regulatory landscape. As a charity, an ombuds organisation and a body working in the tertiary/post-compulsory education sector with a forthcoming expansion of our remit in Welsh further education, we are part of three sectors and are informed by and contribute to all three.

Our work has impact on a national scale. The OIA is an intrinsically important organisation for both students' experiences of higher education and the development of the sector. People involved with the OIA have genuine reason to believe that we are making a positive difference to the lives of students in England and Wales as well as future generations of students. Engaging across the higher education sector, governments and other public bodies, we have clear visibility of how our work fits into the broader continuous improvement of higher education provision.



OUR VALUES

Our values inform everything we do. We recruit people who share our values and are committed to our vision, and we reflect our values in our work.

Our values are:



Integrity and independence

We are honest, inclusive and fair. We are independent and impartial and we make decisions on merit.



Quality

We review complaints in a proportionate, timely and fair way, using our insight to develop and promote good practice. We have a professional and committed staff team.



Openness and accessibility

We are clear, transparent and accessible in all that we say and do.



Service ethos

We treat all who engage with us with respect and sensitivity. We listen, reflect, and learn, being flexible and responsive to those who use our service and working continuously to improve what we do.



Engagement

We are committed to understanding the sector and to sharing knowledge.



Equality and diversity

We believe strongly in equality and diversity and we promote it through our work and as an employer.

THE ROLE

Job title:

Casework Administrator

Reports to:

Casework Support Manager

Department / location:

Casework Support Team

Hours of work:

35 hours (full-time) / Part-time working considered

Salary range:

Grade 2: £28,831 - £33,573

Summary of the 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 higher educational providers determining whether a reply is required and responding where appropriate.
- Logging complaint forms, carrying out initial checks and gathering more information from the parties (students, representatives and higher education providers) where necessary.
- Assessing the eligibility of complaints against the Rules of our Scheme and either progressing the complaint or notifying students if their complaint is not eligible, using phone and/or email.
- Dealing with service users in challenging situations while remaining calm and professional.
- Monitoring compliance of higher education providers with recommendations/requests made by the OIA.
- Working collaboratively across teams to ensure the smooth flow of work.
- Recording accurate information on our database.
- Data entry and administrative tasks as required.
- Contribute to the development of the OIA's knowledge management systems.

PERSON SPECIFICATIONS

	ESSENTIAL	HELPFUL TO HAVE
Knowledge, training, experience	• Customer Service experience including dealing with a volume and variety of telephone enquiries • A general understanding of complaints handling	• Awareness of the Higher and/or Further Education Sector
Skills, qualities and attitude	• Excellent interpersonal and communication skills, including on the telephone • Good written skills • A high level of accuracy and attention to detail • An ability and willingness to learn new processes and procedures • A hands-on approach, friendly, enthusiastic and team-oriented • A high degree of confidentiality, discretion and integrity • A self starter – reliable, confident, flexible and proactive, able to work autonomously when required • Good time-management and well organised • Adaptable and resilient • Good analytical skills	
Competencies	• Analytical • Impactful • Approachable • Professional • Open-Minded • Constructive	
Technical knowledge	• 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.	• Knowledge of Adobe Acrobat Pro • Knowledge of Microsoft Dynamics • Experience of database / case management system e.g. Respond CenterPoint

BENEFITS

Employment at the OIA includes a generous benefits offering; focused on supporting the physical, mental and financial wellbeing of our colleagues

Benefits include:

- 28 days annual leave (rising up to 33 with increased tenure).
- Participation in the Universities Superannuation Pension Scheme (USS)
- Employee Assistance Programme
- Cycle to work scheme
- A contribution towards a Gym Membership (upon passing probation)
- Discount savings scheme
- Flexible/Hybrid Working Opportunities



HOW TO APPLY

Application

To apply please visit our [website](#) and submit your application online.

At the OIA, we use Applied for our recruitment. Applied aims to overcome unconscious bias in recruiting. Instead of using your CV alone, we'll be asking you to answer questions to test skills needed for the role. The responses are then anonymised, and reviewed in a random order by members of our team.

Advert closing date

The closing date for applications is by **Monday 3 November 2025 at 10am**

Contact us

If you would like to discuss the role in more detail before applying, please contact recruitment@oiahe.org.uk.

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments to support disabled applicants and ensure that you are not disadvantaged in the recruitment and assessment process, and to ensuring that reasonable adjustments can be made for you in the role if your application is successful.

If you need any adjustments to the process because of a health condition or disability please contact the [recruitment team](#).



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