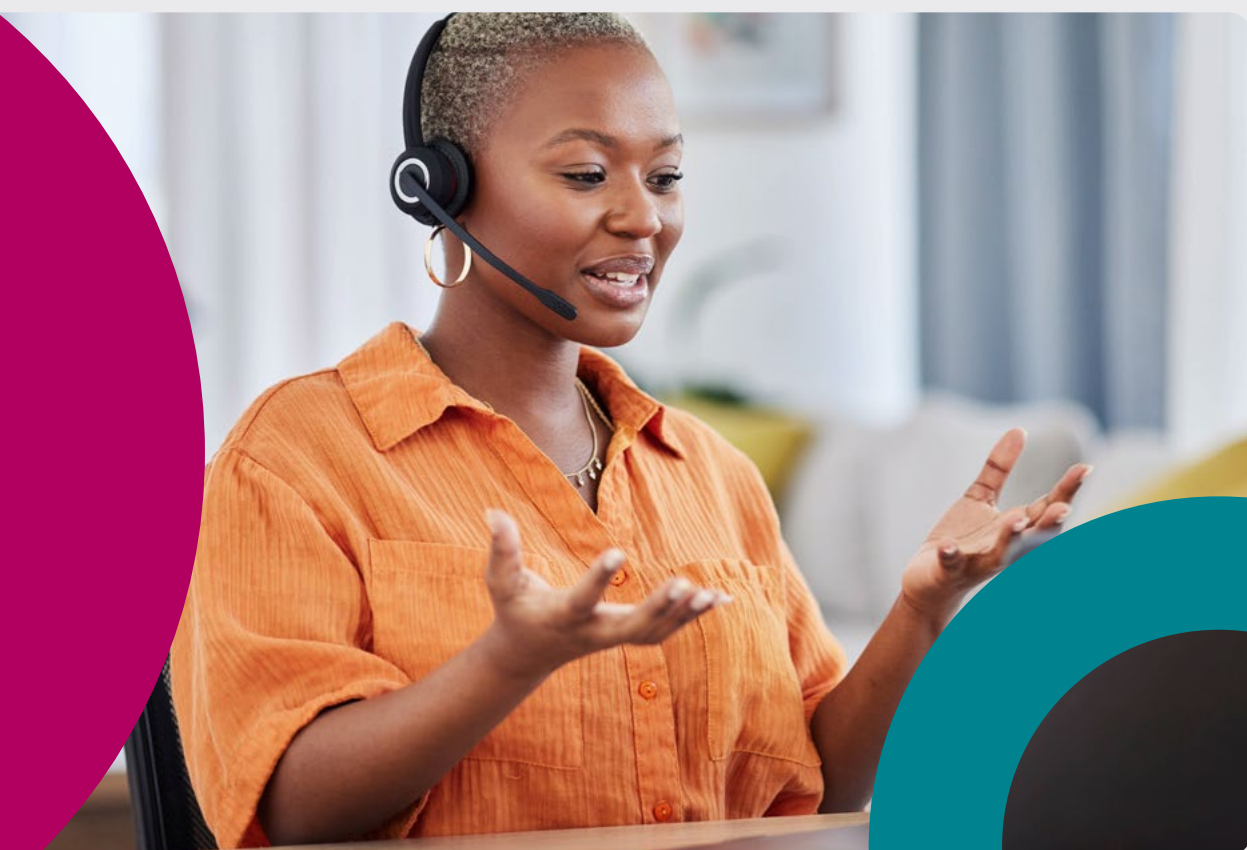




office of the
independent
adjudicator

Casework Administrator

Candidate pack | October 2026



Welcome!



Forbury Gardens in Reading
just next to the office

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About the OIA

The vision of the OIA

The OIA's vision is simple but powerful: higher education students are always treated fairly. We pursue this through resolving individual complaints, sharing learning from those complaints to improve policies and practices, and working with providers, sector bodies, and governments to ensure a higher education system that is just and accountable.

How the scheme operates

The OIA runs the independent student complaints scheme for higher education in England and Wales. When a student has gone through their university or college's internal complaints or appeals process and remains dissatisfied, they can bring their case to us. We review the complaint impartially, considering the evidence from both the student and the provider, and decide whether the provider acted fairly and followed its own procedures. Our approach is independent, impartial, and proportionate: we do not re-hear the case, but we look carefully at whether the provider applied fair processes and reached a reasonable outcome. Where we find that things have gone wrong, we can make recommendations to put things right for the individual student, and we share learning more widely to help improve practice across the sector.

Our history and organisational structure

We were established in the early 2000s, when we were designated under the Higher Education Act to run the independent student complaints scheme in England and Wales.

Today, we are a charity and company limited by guarantee, governed by an independent Board, with oversight, clear governance arrangements, and strategies that reflect the changing landscape of higher education.



The atrium space at our modern shared offices next to Reading station.

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.



Integrity and independence

We act impartially, fairly, and on merit.



Service ethos

Treating everyone with respect, sensitivity and responsiveness.



Quality

We aim for timely, proportionate, and fair handling of complaints, with continuous learning and improvement.



Engagement

We engage with students, providers, and stakeholders to share knowledge and improve the sector.



Openness and accessibility

We are transparent and accessible in our communications and actions.



Equality and diversity

Both a commitment in our work with the sector and as an employer. Kindness and human-centred approaches are increasingly part of how we do things.

Culture, benefits and employee experience

Work environment and culture

As a charity, our purpose goes beyond profit, we are driven by values of fairness, independence, and service to the public good. This ethos shapes our work environment and culture: collaborative, respectful, and mission-focused. We are a supportive community where colleagues are trusted to deliver, encouraged to share ideas, and recognised for their contributions.

Our charitable status reinforces a culture of accountability and integrity, and gives staff the satisfaction of knowing that their work directly benefits students and strengthens confidence in higher education.

We are based in Reading and operate on the basis that hybrid working offers many benefits. We believe that colleagues collaborate well in person, as well as being able to manage their time through remote or home working.



The break out areas and kitchen space in the OIA office.



“Friendly, supportive team environment where views are valued and people are trusted.”

“Flexible working arrangements and a hybrid model to suit varying roles and personal circumstances.”

“Each day is different: case-handling brings new challenges; we also review processes and seek to improve how we serve students.”

Working at the OIA

- Central Reading location with good transport links.
- Modern facilities and commitment to wellbeing.
- Career opportunities and growth paths.
- Work with people who specialise in case-handling, outreach, HR, IT, operations and more.
- Opportunities for progression through specialism or leadership tracks as the organisation grows and develops.
- Mentoring and training are emphasised.



Sky view of Reading station and the surrounding areas



Learning and development

- Structured learning programmes and mentoring to help you build both technical and soft skills.
- Regular feedback and performance reviews to guide career development.
- Access to external training, conferences, and sector events to stay up-to-date with sector trends and best practice.



Diversity and inclusion

- We strive for a workforce that reflects the diversity of those we serve.
- Our policies aim to remove barriers, whether in recruiting, supporting, or promoting staff.
- Commitment to kindness, human-centred approaches, fairness and compassion at every stage.



Benefits

- Generous holiday allowance.
- USS Pension scheme.
- Employee assistance scheme to support staff wellbeing.
- Flexible working / hybrid-working opportunities.
- Health and wellbeing benefits, including discount schemes.

Organisation structure

Here's a snapshot of teams within OIA, and how they each contribute to our mission:

Senior Leadership (Independent Adjudicator and Chief Executive)

Sets strategy, upholds independence, quality and fairness, and ensures the whole organisation is aligned to our purpose.

Leadership, Communications and Governance

Provides governance, Board and leadership office support, risk and compliance co-ordination, and communications, so decisions are well-governed, transparent and aligned to our values.

Assessment, Resolution and Casework Support

Receives and assesses complaints, gathers information, and drives early, proportionate resolution wherever possible. Casework support ensures smooth, timely case progression. This is the frontline of our service and a key driver of accessibility and efficiency.

Public Policy

Leads on external policy engagement and stakeholder relationships, helping ensure our learning informs national discussion and that our scheme remains understood and trusted.

Adjudication

Carries out evidence-based independent reviews and issues outcomes with clear reasons. This team safeguards consistency, fairness and the credibility of our decisions.

Digital Technology and Operational Services

Keeps our case management and core systems secure and reliable, supports data and reporting, finance, office administration, and facilities that keep everything running behind the scenes. Supports value for money, so colleagues have the tools to work efficiently and safely.

Outreach and Insight

Shares learning from complaints, produces guidance and case studies, and engages with students and providers through events and training, turning case experience into sector improvement.

People and Culture

Recruitment, development, wellbeing and inclusion. Builds the capability and culture to deliver complex, sensitive work to high standards.

The role

Job title:

Casework Administrator

Reports to:

Casework Support Manager

Operational area:

Casework Support Team

Location:

Reading - Hybrid. Minimum 20% of working week should be spent in our Reading office. Increased office attendance expected during probation.

Hours of work:

Full-time (35 hours).

Part-time and flexible working arrangements also considered.

Salary:

Grade 2: Starting Salary of £30,283 (Salary progression based on performance within Grade 2 £30,283– £35,181)



Summary of the position, impact and autonomy

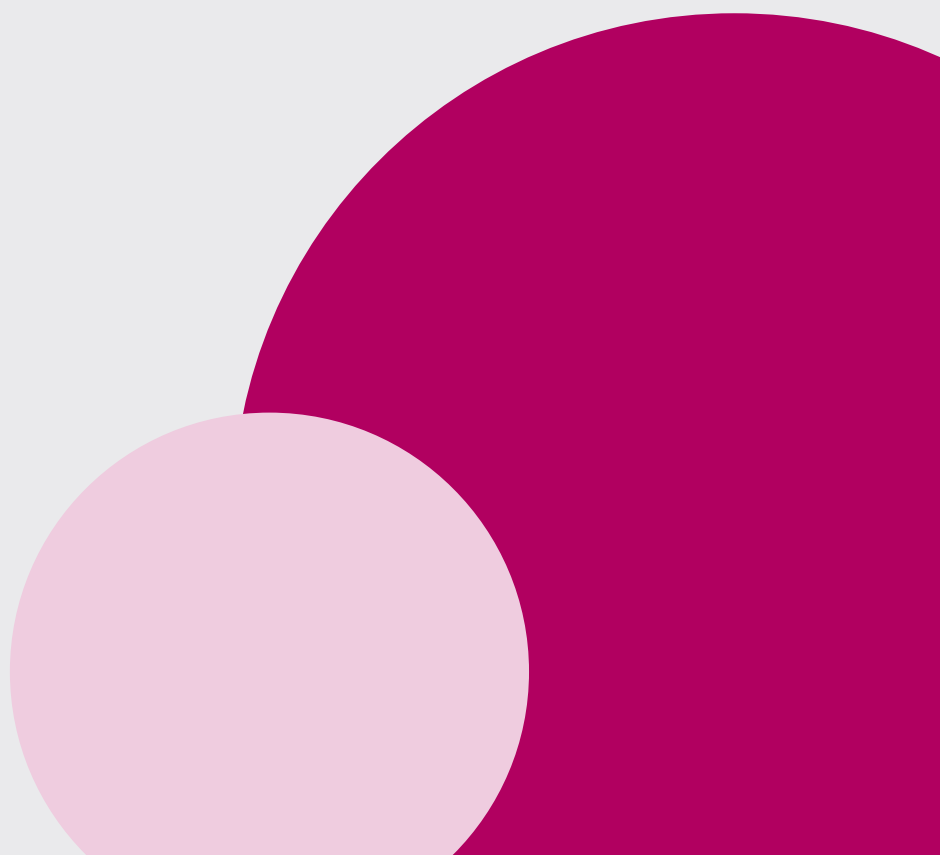
Role purpose

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.

Organisational values

All roles are expected to demonstrate our organisational values of **integrity and independence, quality, openness and accessibility, service ethos, engagement, and equality and diversity**. These underpin how work is carried out, decisions are made and work relationships are built.



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 specification

Knowledge, training, experience

Essential

- Customer Service experience including dealing with a volume and variety of telephone enquiries
- A general understanding of complaints handling

Helpful to have

- Awareness of the Higher and/or Further Education Sector

Skills, qualities, attitude

Essential

- 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

IT / Product knowledge

Essential

- 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.

Helpful to have

- Knowledge of Adobe Acrobat Pro
- Knowledge of Microsoft Dynamics
- Experience of database/ case management system e.g. Respond CenterPoint

Professional competencies

Competence sits at the intersection of knowledge, skills and behaviours. It reflects how these are applied in practice to deliver effective outcomes.

Analytical

Uses information accurately, maintains effective records and supports the Team to identify themes and opportunities for improvement.

Impactful

Provides effective coordination and support that enables the Outreach and Insight Team to deliver its objectives.

Constructive

Works collaboratively, shares information and contributes positively to team activity.

Approachable

Communicates clearly and with tact and provides helpful support to both colleagues and stakeholders.

Professional

Demonstrates reliability, discretion, integrity and attention to detail.

Open-Minded

Shows a willingness to learn, adapt and improve ways of working.

How to apply

Application

Please visit our [website](#) to learn more about the OIA and how to apply.

At the OIA, we use Applied for our recruitment.

Advert closing date

The closing date for applications is **Monday 26 October 2026 at 23:59**.

Applications will be reviewed regularly and we reserve the right to close the advert earlier than the closing date.

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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Office of the Independent Adjudicator for Higher Education

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