

Job Description/Person Specification



office of the
independent
adjudicator

Job Description:

Job Title:	Case-handler
Reports to:	Adjudication Manager / Head of Casework Support and Resolution Team
Department/Location:	Assessment & Resolution Team
Summary of position Impact and Autonomy: <p>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.</p>	
Main Responsibilities: <p>With appropriate guidance and support:</p> <ul style="list-style-type: none">• Appropriately apply the OIA's initial assessment process to complaints• Decide whether complaints are eligible for review under the Rules of the Scheme and inform all parties• Request and obtain documents and information from higher education providers ("providers"), students and student representatives• Promote and assist resolution of complaints at the earliest stage possible by communicating with students, student representatives and providers• Provide effective guidance to students, student representatives and providers on the OIA's case-handling process, possible remedies and typical timeframes• Conduct reviews of complaints, draft and issue Complaint Outcomes• Analyse and take appropriate actions on eligibility decisions and Complaint Outcomes in accordance with OIA policy• Take appropriate actions to ensure providers comply with good practice recommendations• Keep thorough and accurate case records on the OIA's case management systems• Effectively and efficiently manage own case load of complaints in line with the OIA's processes.• Contribute to the development of the OIA's knowledge management systems• Represent the OIA at external events and contribute in other ways to publicising the Scheme and sharing good practice	
Hours of work:	35 hours (full time) / Part-time working considered
Salary Range:	Starting salary of £28,918 (salary progression Grade 3 £28,918 - 33,824 and progression Grade 4 £34,650 - £39,929 for Senior Case-handler)

Person Specification:

	Essential	Helpful to have, but not essential
Knowledge, Training, Experience	<ul style="list-style-type: none"> • Be experienced at dealing with a range of people at various levels • Experience of managing and maintaining a heavy workload • Awareness of the higher and/or further education sector 	<ul style="list-style-type: none"> • Experience of mediation/alternate dispute resolution practices • Experience of working in complaints casework, investigatory or ombuds/regulatory organisations
Skills, Qualities, Attitude	<ul style="list-style-type: none"> • Excellent written and oral/ telephone communication skills • Excellent interpersonal skills • Customer service focus • High degree of discretion and integrity • High level of accuracy and attention to detail • Analytical and investigatory skills • Ability and willingness to learn new processes and procedures with a positive attitude • Self-starter, flexible, proactive and able to work autonomously • Ability to adapt approach to suit a range of different people • Ability to manage and prioritise a heavy workload • Resilience to work in a demanding and high-volume environment • Strong ability to remain calm under pressure • Friendly and committed to the benefits of team working 	<ul style="list-style-type: none"> • Mediation 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. 	<ul style="list-style-type: none"> • Knowledge of PowerPoint, Adobe Acrobat Pro and/or SharePoint

Last reviewed: December 2020