

Job Description/Person Specification



office of the
independent
adjudicator

Job Description:

Job Title:	Assistant Adjudicator
Reports to:	Adjudication Manager
Department/Location:	Adjudication Team
Summary of position Impact and Autonomy: <p>An Assistant Adjudicator (AA) will work as part of the Adjudication Team which is a collaborative casework environment. The team is responsible for the review and resolution of any student complaint which cannot be resolved by the Assessment & Resolution Team. Personal interaction by phone with students and providers is a part of the role. They will also be a representative of the OIA and an advocate for good practice in the sector.</p>	
Main Responsibilities: <ul style="list-style-type: none">• Manage a complex, varied and demanding caseload• Obtain necessary documentation and information from students and providers and analyse information to identify the most appropriate route towards resolution• Review complex and entrenched complaints and make decisions about their resolution• Take appropriate actions to ensure compliance with Recommendations• Contribute to the effective throughput of cases within the OIA's case-handling process• Contribute to the effective running of the Office and its duty to share good practice with the sector• Represent the OIA at external events and contribute in other ways to the publicising of the Scheme and sharing of good practice• Contribute to effective management of the OIA's core asset, specialist knowledge, by following internal guidance on good practice in knowledge management, and sharing knowledge appropriately with colleagues.	
Hours of work:	35 hours (full time) / Part-time working considered
Salary Range:	<p>Starting salary of £40,579 (salary progression Grade 5 £40,579 - £47,574 and progression Grade 6 £48,224 - £55,767 for Senior Assistant Adjudicators)</p> <p>In addition, we have an entry grade for Assistant Adjudicators who start with a caseload of intermediate complexity. For this role, our starting salary is £34,650 (salary progression Grade 4 £34,650 - £39,929 with progression opportunity into Grade 5 and beyond once case complexity increases to complex and entrenched)</p>

Person Specification:

	Essential	Helpful to have, but not essential
Knowledge, Training, Experience	<ul style="list-style-type: none"> • Honours degree or equivalent professional qualification or experience • 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, or applying legal principles outside field of litigation
Skills, Qualities, Attitude	<ul style="list-style-type: none"> • Excellent analytical and investigatory skills • Strengths in making logical, evidence-based decisions and reaching solutions to problems which are creative and pragmatic • Excellent written and oral/ telephone communication skills with a customer service focus • High degree of confidentiality, discretion and integrity • High level of accuracy and attention to detail • Ability and willingness to learn new processes and procedures with a positive attitude • Enthusiastic about opportunity to develop professionally, by undertaking stretching tasks and engaging positively with feedback from colleagues • Self-starter – flexible and proactive; enjoys working autonomously as well as a team; is able to set priorities in heavy workload • Resilience to work in a high pressure and emotionally demanding environment • Friendly and committed to the benefits of team working 	<ul style="list-style-type: none"> • Mediation skills • Presentation 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