



Job title	Manager (Investigations and Resolution – OIA Liaison)	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Registry and Academic Affairs	Location	UK campuses, Hybrid

Registry and Academic Affairs is responsible for supporting students throughout their time at the University of Nottingham. By enhancing their experience through the delivery of student and academic services, we enable the University to be an inspiring place that improves lives.

Purpose of role

You will:

- Provide management expertise focusing on specific areas of the student journey (Information on our teams is available [here](#)), providing essential support to students, colleagues and key stakeholders.
- Lead the delivery of customer-focused services that enable, enhance, and improve the student experience in a professional, effective, appropriate, and flexible way.
- Work to a Senior Manager to contribute to team management, strategic, resource and operation planning, policy development and operational implementation.
- Act as a key contact for your area, manage a variety of situations including leading on identifying solutions and resolving any challenges that may arise.
- Build close working relationships with internal colleagues, Professional Services, Faculty and School staff and demonstrate a consistently high degree of personal responsibility and initiative.

Role specific requirements

You will:

- Have knowledge and experience of responding to complaints raised with the Office of the Independent Adjudicator (OIA), or similar ombudsman
- Act as a deputy point of contact for the OIA; lead the operational process of responding to OIA complaints; gathering and analysing data from a range of sources; writing complaint responses/representations; escalate complex case responses to the Associate Director Complaints, Appeals and Conduct.
- Work with Senior Managers within the department and colleagues across the university to ensure processes adhere to the OIA best practice principals.
- Lead on sharing case outcomes with relevant internal stakeholders, identify and record actions as required.
- Produce reports, analyse data to identify emerging themes
- Support the wider department on matters relating to formal student processes. For example, academic and non- academic misconduct, appeals, complaints and fitness to practice.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Service delivery and continuous improvement <ul style="list-style-type: none"> • Provide specialist knowledge, skills, and advice, and deliver high quality services to a diverse community of students, colleagues and external stakeholders related to your student journey responsibilities. • Deliver student and academic activities using a range of systems and data, in accordance with key performance indicators and quality standards. • Support Professional Services, Faculties and Schools in the delivery of student and academic services and events. • Act as a main point of contact for escalation and ensure requests are dealt with promptly. • Where necessary take action to address and drive improvements to service, implementing changes to maximise service quality and efficiency. • Working with colleagues from across Registry and Academic Affairs and the university to design and deliver work practices, processes, and procedures. Implementing improvements and changes required to support the student experience. • Represent and promote the work of Registry & Academic Affairs and provide specialist input at both internal and external meetings/events. • Ensure compliance with relevant university and sector regulations, policies and procedures. Maintaining a working knowledge of legislation where it impacts work within the scope of your role such as equality, diversity and inclusion (EDI) and General Data Protection Regulation (GDPR). • Keep up to date with university developments and the higher education sector in general to inform service delivery and improvements. 	50 - 60%
2	People management <ul style="list-style-type: none"> • Provide advice and support to staff to ensure processes and procedures are expertly delivered. • Provide effective resource planning and work allocation, with the flexibility to respond and adapt to service demands in accordance with key events and peaks in activities. • Recruit, train, and develop staff to ensure that individual contributions are strengthened. Promoting a 'can do' culture, instilling flexibility, responsiveness, and a 'right first-time' approach within and across teams. • Support staff wellbeing and welfare issues, seeking advice in accordance with relevant policies and procedures as required. • Ensure professional and quality service standards are maintained and applied within own area of responsibility including performance management of staff if required. 	10 – 20%
3	Planning and organising <ul style="list-style-type: none"> • Provide effective planning and delivery of the annual cycle of student and academic activities (registration to graduation). • Work with colleagues from across Registry and Academic Affairs to organise the team to respond to operational demand peaks. 	20%

	<ul style="list-style-type: none"> • Develop and monitor staff and colleagues to meet targets within agreed timescales. • Contribute to developments in services, procedures, systems and data use to drive continuous improvement and meet stakeholder needs. 	
4	<p>Management responsibilities</p> <ul style="list-style-type: none"> • Contribute to major student journey events as part of the wider Registry & Academic Affairs team. For example, registration and graduation. • Act and lead others to act in compliance with relevant University and departmental policies, including procurement, financial management, data handling, health & safety. 	10%
5	<p>Other</p> <ul style="list-style-type: none"> • Any other duties commensurate with the level and scope of the post 	

Person specification

	Essential	Desirable
Skills	<p>Able to:</p> <ul style="list-style-type: none"> • Prioritise and schedule workloads to meet tight deadlines. • Coach and develop others to success. • Adapt well under pressure. For example, during challenging and rapidly changing periods. • Communicate effectively and professionally with a range of individuals and organisations in writing and verbally. • Build effective working relationships, networks and liaise with peer groups, management, and key stakeholders. • Analyse problems and use judgment to identify and provide pragmatic and workable solutions. • Identify and interpret trends or patterns using large datasets and recommend action that helps shape improvements. • Influence and negotiate with internal and external stakeholders to help achieve objectives. • Use a range of IT, technologies, and tools as outlined in the role specific requirements. 	
Knowledge and experience	<ul style="list-style-type: none"> • Developing and managing people effectively, creating an inclusivity environment in which colleagues are motivated and supported to achieve objectives. • Supervising the delivery of excellent customer service to diverse stakeholders, including supporting customers remotely and face-to-face. • Promoting excellence through a process of continuous review and improvement. • Handling sensitive information with a high degree of confidentiality. • Working with data to inform practice. For example, governance, data quality and data visualisation. 	<ul style="list-style-type: none"> • Project management experience. • Awareness of developments in higher education that impact the work of the Registry & Academic Services Team.

	<ul style="list-style-type: none"> Subject matter knowledge and experience as outlined in the role specific requirements. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> First degree, or equivalent qualification or proven track record of relevant work experience as outlined in the role specific requirements. 	
Statutory, legal or special requirements		<ul style="list-style-type: none"> Knowledge of regulatory, statutory and/or compliance requirements as outlined in the role specific requirements.
Other	<ul style="list-style-type: none"> Proactively support the mission and goals of Registry and Academic Affairs 	



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

