



UNIVERSITY OF  
LINCOLN

**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**

|                   |  |              |   |             |              |
|-------------------|--|--------------|---|-------------|--------------|
| <b>JOB TITLE</b>  | Student Conduct and Investigations Officer |              |   |             |              |
| <b>DEPARTMENT</b> | Secretariat, Academic Registry             |              |   |             |              |
| <b>LOCATION</b>   | Brayford Pool                              |              |   |             |              |
| <b>JOB NUMBER</b> | SA9250                                     | <b>GRADE</b> | 6 | <b>DATE</b> | January 2022 |
| <b>REPORTS TO</b> | Governance Manager                         |              |   |             |              |

**CONTEXT**

The Secretariat team provides a central governance and information compliance function within the University. Secretariat is responsible, *inter alia*, for the servicing of senior University-level committees, management of student contention (discipline, complaints, academic offences, academic appeals etc.), development and maintenance of University regulations and overseeing the maintenance of a positive culture of data protection legislation compliance (legal and statutory compliance with GDPR, Data Protection Act 2018, Freedom of Information Act and relevant legal duties, while providing advice on related issues to staff).

**JOB PURPOSE**

The Student Conduct and Investigations Officer will be responsible for managing allegations of student misconduct as under the University's Student Conduct and Disciplinary Regulations. They will undertake investigations into allegations of student misconduct in accordance with the relevant regulations, progressing cases to the conclusion of the process in a timely manner.

They will also play a pivotal role in working with other relevant University teams to consider proactive activities (i.e. awareness campaigns, training for staff) that can help to ensure that campus is a safe environment for our students, staff and visitors, that misconduct reporting processes are clear and accessible, and that our practices remain up to date and in line with the expectations of the Office for Students and the Office of the Independent Adjudicator.

In supporting the wider work of the Secretariat team, the post-holder will be responsible for providing a professional officering service to a small number of senior University committees and supporting Governance Officers with student contention casework during peak periods.

## KEY RESPONSIBILITIES

### Service Delivery

- Undertaking investigations into allegations of student misconduct and progressing cases to a conclusion in accordance with the Student Conduct and Disciplinary Regulations and in a timely manner. This encompasses:
  - reviewing formal report forms, assessing precautionary measures and drafting allegations;
  - undertaking investigative interviews, compiling and assessing evidence;
  - liaising with internal departments and external bodies (such as the Police) where appropriate;
  - assimilating evidence and writing fact finding reports;
  - supporting deliberations of Student Misconduct Panels;
  - communicating outcomes to relevant parties and ensuring these are complied with; and,
  - ensuring appropriate records are maintained.
- Monitoring the efficacy of the Student Conduct and Disciplinary Regulations, associated forms and guidance, and their alignment with external frameworks and standards; drafting amendments as required in consultation with relevant stakeholders and presenting these for review by the Governance Manager.
- Working with the Governance Manager and Head of Student Support to ensure that the facilitated resolution process is appropriately conducted.
- Acting as Officer to a small portfolio of committees of the Academic Board and Senior Leadership Team; undertaking related Officering tasks, ensuring the efficient and effective operation of University committees and conducting of business as under the direction of senior University committees.
- Working collaboratively within Secretariat to determine internal service standards in consultation with the Deputy University Secretary and Governance Manager, informed by feedback from other areas around how the team can provide excellent customer service and adapt its delivery proactively.
- Supporting Governance Officers with other student contention casework during peak periods.

### Communication

- Ensuring fairness, responsiveness, and clarity of information in communication to all parties engaged in investigations of alleged student misconduct, including liaison with key personnel to ensure a coordinated response to reports, ensuring support for both reporting and reported parties.
- Organising (in collaboration with other stakeholders) training and providing support to staff on how reports of student misconduct and related issues should be handled; in particular this will include training a pool of supporting investigators able to undertake investigations where a conflict of interest with the role-holder arises, or to otherwise cover during periods of absence.
- The production of written information to an excellent standard which conveys complexity in a straightforward manner. Written documents will include (but is not limited to) investigatory reports, annual misconduct reports, committee minutes, policies, procedures and processes.
- Liaising with, and advising committee Chairs and members to ensure that their committee business is appropriately conducted.

### **Teamwork**

- Engaging a network of relevant colleagues to work proactively across processes related to student conduct in order to continually initiate and communicate improvements to processes, behaviours and cultures, including implementing measures designed to educate students and prevent misconduct.
- Working closely with all colleagues in Secretariat and particularly with the Governance Manager, to foster a culture of process compliance and leading by example.
- Developing excellent working relationships with other teams/colleagues in and outside of the University to advance aims relevant to the role, including Student Wellbeing, Student Support, Student Accommodation Services, Security, University of Lincoln Students' Union and Lincolnshire Police.

### **Initiative and Problem Solving**

- Using initiative to resolve issues, some of which will be complex and challenging, with the ability to think creatively while ensuring that the integrity of processes and procedures are maintained and adhered to. This will require the role holder to use the whole range of their knowledge and experience.
- Working in a manner that seeks to continuously improve operations within the team and wider, and applying practices that ensure student engagement (where appropriate), excellent customer service and digital optimisation.

### **Analysis and Research**

- Producing written reports, training, guidance, policies, procedures and processes, all of which will require the ability to research and analyse information and translate it into documents which may seek to put forward solutions to problems, explain new requirements which may affect working practices or present information in laypersons terms.

### **Other Responsibilities**

- Provide support to the Deputy University Secretary in co-ordinating cases involving the OIA.
- Provide assistance, as necessary, to the Deputy University Secretary and Governance Manager in delivering external/professional development and training.
- Plan and manage their own time and demonstrate initiative, excellent communication skills and a high degree of tact and diplomacy in relation to dealing with senior management.
- Use their judgement, knowledge and experience regarding how best to deal with complex queries and problems on a daily basis with only appropriate reference to the line manager.
- Work flexibly within reasonable time limits as may be required by the operational demands of the role.
- Maintain confidentiality in all areas of the job responsibilities.
- Contribute to enhancing working relationships between all staff and in developing a culture of mutual understanding and respect.
- Undertake staff development necessary for the effective performance of the role and maintain awareness of current good practice and developments in the sector around governance and student contention.
- Undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post. Academic Registry comprises a broad team covering many business areas and Secretariat provides assistance when requested. Duties may include supporting graduation, enrolment and clearing.

## ADDITIONAL INFORMATION

| Key working relationships/networks  |   |
|---|---|
| Internal  | External  |
| University Registrar/Secretary<br>Academic Registrar<br>Deputy University Secretary<br>Governance Manager<br>Governance Officers<br>Information Compliance Manager<br>Information Compliance Officers<br>Information Access Officer<br>Head of Student Services<br>Head of Student Support<br>Head of Student Wellbeing<br>Sexual Violence Liaison Officer<br>University Police Officer<br>Residential Warden Manager<br>Student Accommodation Services Heads<br>Heads of School<br>Heads of Service Departments<br>ULSU colleagues<br>Academic staff, professional services staff and students | Police constabularies<br>Professional organisations and authorities<br>Members of the public<br>Representatives/advocates of students<br>Representatives of partner organisations |



**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

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|                  |  |                   |        |
|------------------|--|-------------------|--------|
| <b>JOB TITLE</b> | Student Conduct and Investigations Officer | <b>JOB NUMBER</b> | SA9250 |
|------------------|--|-------------------|--------|

| <b>Selection Criteria</b>  | <b>Essential (E) or Desirable (D)</b> | <b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b> |
|--|---------------------------------------|--|
| <b>Qualifications:</b>   |                                       |  |
| Educated to degree standard or equivalent professional experience  | E                                     | A  |
| Professional qualification (or working towards) in, for example, investigatory interviewing  | D                                     | A  |
| Membership of a relevant professional association  | D                                     | A  |
| <b>Experience:</b>   |                                       |  |
| Conducting investigations; interviewing individuals and exploring disputed issues through appropriate questioning, assessing evidence and determining facts                        | E                                     | A/I/P  |
| Dealing with challenging situations  | E                                     | A/I/P  |
| Interpreting legislation, policies and regulations, applying them and providing advice to others on the content  | E                                     | A/I  |
| Writing reports, policies, procedures and guidance   | E                                     | A/I  |
| Promoting awareness or delivering training in a variety of settings  | E                                     | A/I  |
| Handling competing priorities, organising own workload and working independently without direct supervision; exercising judgement and initiative when dealing with complex queries | E                                     | A/I  |
| Officerising committees; setting agendas, minute taking and tracking actions   | D                                     | A/I  |
| <b>Skills and Knowledge:</b>   |                                       |  |
| Strong and applied understanding of the principles of natural justice  | E                                     | A/I/P  |
| Excellent written and oral communication and influencing skills, with an attention to detail   | E                                     | A/I  |
| Good understanding of the issues associated with investigations into misconduct (i.e. risk management, provision of support)   | E                                     | A/I/P  |
| Sound problem solving skills and the ability to provide advice and make decisions on own initiative  | E                                     | A/I  |
| <b>Competencies and Personal Attributes:</b>   |                                       |  |
| Commitment to attaining high professional standards and continuing professional development  | E                                     | A/I  |
| Excellent interpersonal skills, relatability, professional courtesy, tact and diplomacy whilst retaining impartiality  | E                                     | A/I  |
| Ability to work confidently and collaboratively with students, staff and external professionals  | E                                     | A/I  |
| Self-motivated, organised, proactive and innovative and able to manage under pressure in the context of strict   | E                                     | A/I  |

|  |   |     |
|--|---|-----|
| deadlines and complex decision-making                                |   |     |
| Commitment to maintaining strict confidentiality                     | E | A/I |
| <b>Business Requirements:</b>  |   |     |
| Flexibility to work, as demands require, outside normal office hours | E | I   |
| Willingness to travel nationally                                     | D | I   |

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

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| <b>Author</b> | ASm | <b>HRBP</b> | HRi |
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