



JOB DESCRIPTION

Title of the post: Student Casework Officer
Permanent / Part Time (Term Time Only)

Department: Student Services

Reporting to: Head of Student Services

The University

Background

Harper Adams University is the leading UK Higher Education (HE) institution focused on the land-based and food supply-chain sectors with an important national role in these subject areas.

Situated on a single campus in rural and scenic Shropshire, the University, and its surrounding area, provide an excellent working and living environment for staff and students alike, yet the University campus is only one hour from the UK's second city of Birmingham. Around 3,000 HE students attend the University, primarily on sandwich courses which include a year-long industrial placement. Undergraduate and postgraduate degrees are offered. The University also welcomes individuals who wish to undertake CPD or similar professional training to support their careers in the agri-food chain and rural industries.

The University was founded by Thomas Harper Adams in 1901 on the original farmland of the Harper Adams Estate. The University estate includes amenity areas, woodland, and a commercial farm of 205 hectares; with rented land the total area farmed is approximately 640 hectares, spread over several locations with cereals, potatoes, forage maize and grassland carrying a dairy herd, sheep, beef, pig and poultry units.

The Privy Council awarded taught degree awarding powers to Harper Adams in 1996 and research degree awarding powers in 2006. Full University Title was granted by Her Majesty's Privy Council in December 2012. The University changed its legal status to that of a Company Limited by Guarantee in July 2012 and remains one of a small number of Universities which are Registered Charities. Her Royal Highness The Princess Royal became the University's first Chancellor in 2013.

Academic Provision

The University offers a wide range of courses including Foundation and Honours degrees, in addition to shorter awards designed to meet the continuing professional development needs of those already in the workplace. The subjects are wide ranging and cover Agriculture, Animal Studies, Business, Countryside, Engineering, Food and Land & Property Management. The University has also focused on developing its postgraduate education and research and there are a growing number of postgraduate students at both diploma, masters and PhD level.

Harper Adams has built up an international reputation for the quality of its courses and has achieved the highest possible ratings in recent Quality Assurance Agency reviews, and holds a Gold Teaching Excellence Framework (TEF) award. There is active encouragement of research and the University took part in the last Research Excellence Framework (REF) exercise. 56% of our submitted research was rated either internationally excellent or world leading and 100% was rated of international quality. Our extensive programme of research and education for professionals in the land-based and food chain sectors supports a high profile of business and community reach-out work, short course delivery for businesses and technology

transfer activities supported by strong industry links and partnerships with companies such as JCB and Marks & Spencer amongst many others.

Recognition

Harper Adams is consistently positioned highly in a range of national ratings, performance measures and league tables.

In the period since 2011, Harper Adams has won six Times Higher Education Awards including Outstanding Fundraising Initiative (2014), and has been shortlisted for fourteen other THE awards. In 2018, the Times Higher has shortlisted the university for the prestigious title of University of the Year, putting Harper Adams in the top six universities in the country. The finals are in June 2018.

In the 2016 and 2017 Whatuni? Student Choice Awards, based on student reviews, Harper Adams took the title of University of the Year and won the Student Support and Job Prospects gold awards, plus silver and bronze in further categories. In 2018 the University was runner up for the University of the Year title and won 3 gold awards, 3 silver and 3 bronze. It is the only University to win Student Support since the awards began four years ago and has won the category for best job prospects for three years running and best courses and lecturers for two years running.

Harper Adams ranked second in the 2016 Times Higher Education Student Experience Survey. In the Times and Sunday Times Good University Guide 2017, the University was ranked 36th, the highest position yet achieved by a post-1992 university, and was awarded the title of Modern University of the Year. In 2017 it was the highest ranked modern University for the second year in a row. In the QS World Rankings for Agriculture and Forestry published in March 2018, Harper Adams was ranked second in the UK for academic reputation and second in the world for its reputation with employers.

Facilities

Harper Adams has extensive, well-equipped facilities and is constantly investing in its campus. Facilities include a range of modern teaching facilities and an extensive library, a variety of IT suites including an engineering design centre, newly extended laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large covered soil working area and a number of sustainable technology installations. In 2013 a new teaching building and a new agricultural engineering innovation centre opened. In 2015/16 these were followed by two further buildings, one for veterinary services and one for entomology, and new halls of residence. Further new facilities opened in the period since 2017 include new laboratories, an Agri-Tech Innovation Hub and SMART Dairy Unit. Capital funding to support the development of many of these facilities has been provided through the work of the Development Trust. The University provides a range of training and professional development opportunities via its staff development programme.

Catering and Sports Facilities

The University's Students' Union operates a small gym and squash courts that staff may use on the payment of a nominal fee. The University has an open-air swimming pool and bowling green that are available for staff use during the summer period and new tennis courts have recently been developed. A variety of University catering outlets provide access to lunch facilities on campus.

For further details about the University, please visit our website:

<http://www.harper-adams.ac.uk>

The Student Services Team

Student Services at Harper Adams University includes management of residential accommodation on-campus, oversight of approved off-campus accommodation, a welfare and advice function and general support for students to maximise their academic and personal development whilst at University. The services also oversee the arrangements by which student conduct, outside of the classroom, is managed.

Main Duties and Responsibilities

The post holder will act as a primary contact for matters relating to non-academic student misconduct within the University and the wider community. Reporting to the Interim Head of Student Services and working under the guidance of the Conduct and Community Officer, the post-holder will be required to provide a professional and methodical response to cases of student misconduct and community related matters, liaising with West Mercia Police, the town council and other stakeholders as appropriate.

The role-holder will meet with students to discuss alleged breaches of conduct, to investigate and report on matters of minor and major misconduct and to agree appropriate and consistent outcomes with the Conduct and Community Officer or present cases for consideration by a Disciplinary Panel.

The main duties of the role include

- Respond to reports of student misconduct originating from staff, students or members of the public.
- Co-ordinate student casework including meetings, investigation of allegations of misconduct and making recommendations to ensure processes are aligned and cohesive, whilst also considering risk and mitigation of issues.
- Collate information on complex student conduct cases (e.g. sexual misconduct, drug/alcohol abuse, social media bullying), from relevant sources, including any exceptional circumstances as well as legal and regulatory implications, and present information for referral and/or escalation, ensuring cases are well-documented.
- Contribute to the collation of non-academic misconduct cases, trends and issues across the University and maintain accurate notes and records for these, with a view to recommend changes to current policies, procedures or practice.
- Refer to, and follow, appropriate policies and procedures, including: Student Disciplinary Policy; Student Drugs and Alcohol Policy; Sexual Violence, Violent Behaviour, Bullying, Racism and Harassment Policy for Students.
- Attend higher level disciplinary hearings as required, to present cases
- Review and monitor relevant procedures and policies and draw on operational experience to make recommendations for changes as appropriate
- Encourage and foster a culture of respect and understanding amongst the student body.
- Such other duties as the Conduct and Community Officer or the Interim Head of Student Services may require from time to time, including in relation to investigations in line with other policies and procedures, support for exam arrangements, graduation events and other major University activities.
- All other duties and responsibilities commensurate with the post and the salary range of the grade.

Personal Specification

	Essential	Desirable
Qualifications	Candidates should be educated to degree level, or professional equivalent or have demonstrable, significant casework experience in a related field such as the Criminal Justice System.	
Experience	<p>Experience of working with young adults and an understanding of their behaviours</p> <p>Experience of investigating and addressing challenging behaviours</p> <p>Experience of, or demonstrable capability in, accurately recording and handling data, and a good understanding of confidentiality and the Data Protection Act</p>	<p>Experience in a related field such as the Criminal Justice System</p> <p>Ability to handle conflict, experience of conflict resolution and mediation would also be desirable</p>
Knowledge/Skills	<p>Capable of working effectively and independently, following procedure, often under pressure to meet deadlines</p> <p>Strong IT skills, including MS Office (Word, Excel, Access and Outlook)</p>	<p>Professional presentation skills</p> <p>Familiarity with incident management software and CCTV</p>
Personal Qualities	<p>Excellent interpersonal skills, including the ability to interact well in both 1:1 and group scenarios.</p> <p>Ability to handle a range of sensitive situations diplomatically and professionally</p>	

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

Salary The commencing salary will be within the range £22,254 to £24,174 pro rata. The point of entry will be dependent upon relevant qualifications and experience. This is a part-time position (0.24FTE), the salary will be pro-rata. Salaries are paid monthly, in arrears, by credit transfer on the 28th day of the month.

Contract Term This is a permanent, part time, term time only post. The employment may be terminated during the course of the contract by either party giving two months' notice in writing.

Hours of Work The is a part time, 0.24FTE role. The routine working week is 14.5 hours over 3 days per week, predominantly working during the 32 university term-time weeks (total of 464 hours per year). Working days and pattern to be agreed to meet the needs of the department, currently Monday, Tuesday and Thursday. There may be a requirement for overtime working from time to time and time off in lieu may be allowed for agreed hours, however a flexible approach to work will be required.

Holidays The annual holiday entitlement is a pro rata of 22 working days, plus a pro rata of 3 University closure days and Bank Holidays, **this will be pro-rata for part-time positions. With a post of this nature, annual leave will be annualised and paid.** Annual holiday entitlement rises to a pro rata of 25 working days with 5 years' service. The holiday year runs from 1 August to 31 July and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager, for a post of this nature, it is expected that holiday will be taken out of term-time.

Sick Leave During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

Pension The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment.

Exclusivity of Service You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

Criminal Convictions The post involves the opportunity for access to children and young persons under the age of 18. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to this post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful applicant will have to undergo a Criminal Records Bureau check before an appointment can be made.

References

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an 'X' in the relevant box provided on the application form.**

Application Procedure:

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

To be submitted no later than midnight on Sunday 5th December.

Shortlisting w/c Monday 6th December, successful candidates will be invited for interview on Monday 13th December 2021.