

Job Description

Job title	Complaints, Appeals and Compliance Officer
School / department	Directorate
Grade	Grade 5
Line manager	Senior Complaints and Compliance Manager
Responsible for (direct reports)	N/A
Date of creation or review	04/08/2025

Main purpose of the job

- Efficiently investigate and respond to student complaints in line with the established procedures, ensuring fair and timely resolution.
- Efficiently process student appeals by preparing documents on time, ensuring decisions are made within established timelines, and accurately recorded and archived.
- Efficiently process student disciplinary, criminal convictions, and other specific compliance cases by preparing documents on time, ensuring decisions are made within established timelines, and accurately recorded and archived.
- Respond to Freedom of Information (FOI) requests, Data Subject Access Requests (DSARs), and other data-related inquiries. Ensure all responses meet legal and institutional deadlines, including logging, tracking, and compliance with relevant regulations.
- Support the Senior Complaints and Compliance Officer in managing student complaints, appeals, disciplinary matters, and specific compliance processes. This includes gathering and recording information, monitoring progress, maintaining records, and liaising with administrative and academic teams across academic schools and other University services.
- Work collaboratively as part of a team to deliver a professional, reliable, and responsive service to the wider University community.

Key areas of responsibility

Complaints

- Review all complaint cases and assess their eligibility in consultation with the Senior Complaints and Compliance Officer.
- Conduct investigations by collecting relevant documentation and information, and arranging meetings with involved parties as necessary.
- Prepare an objective response to the complainant on behalf of the University, under the supervision of the Senior Complaints and Compliance Officer.
- Ensure case documents are correctly recorded.

Appeals

- Review all appeal cases, assess eligibility with the Senior Complaints and Compliance Officer, and carry out investigations where needed.
- Arrange meetings with Appeal Chairs, support them in decision-making, and organise appeal panels when required.
- Ensure outcomes are correctly recorded and communicated to the relevant parties.

Data and Information

- Log and manage Freedom of Information (FOI) requests, Data Subject Access Requests (DSAR), and other data inquiries under GDPR, coordinating with relevant University departments to gather required information.
- Ensure all responses are completed within set deadlines, working closely with the Senior Complaints and Compliance Officer.
- Keep accurate records of all requests and responses.

Organisation and Record-Keeping

- Collect and organise all necessary documentation - both physical and digital - for complaints, appeals, disciplinary cases, and selected compliance matters.
- Schedule and attend formal meetings, interviews, and hearings; prepare and circulate meeting papers; take accurate minutes and write them up professionally.
- Draft outcome letters to students where required.
- Create and maintain clear, complete case records in partnership with the Senior Complaints and Compliance Officer; support the monitoring of policies and procedures.
- Maintain accurate databases and tracking systems for complaints, appeals, disciplinary matters, and other relevant processes.

Communication and Customer Interface

- Communicate the Student Code of Conduct, Complaints, Appeals, Disciplinary, Data Request and other relevant procedures to staff and students in a clear, respectful, and supportive manner.
- Respond to enquiries from students, colleagues, and external contacts professionally and with diplomacy.
- Contribute to a positive team culture and help maintain a supportive working environment within the Directorate.

Other Duties

- Provide general administrative support to the team, including document management and filing.
- Take responsibility for managing your own workload and meeting deadlines.
- Assist in reviewing and updating relevant University policies and regulations.

General

- Carry out all duties in line with University policies, including Health and Safety, Equality, and Diversity.
- Perform any other tasks appropriate to the role, as requested by the Senior Complaints and Compliance Officer, the University Secretary and Registrar or the Chief Compliance Officer.
- In addition to the above areas of responsibility, the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Dimensions / background information

The team supports most student casework processes within the University, dealing mainly with student complaints and appeals. In addition, the team administers the FOI and subject access request processes. The team works closely with colleagues across the University to obtain the information needed to undertake these processes.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Educated to degree standard (or equivalent)	Essential	x	x	
Knowledge and experience	Experience in providing administrative support in education	Essential	x	x	
	Experience in handling student complaints and/or appeals, and/or mitigating circumstances processes	Essential	x	x	
	Experience in processing data requests (FOI, DSAR)	Desirable	x	x	
	Experience in taking accurate and clear meeting minutes	Essential	x	x	
	Experience managing a varied workload and carrying out a wide range of administrative tasks	Essential	x	x	
	Experience of working well as part of a team	Essential	x	x	
	Experience in delivering effective customer service in a professional environment	Essential	x	x	
	Experience in working within a regulatory framework or interpreting and applying regulations	Desirable	x	x	
Specific skills to the job	Strong IT skills, with the ability to record, track, retrieve, edit, analyse, report on, and organise complex documents and data across various formats, including Microsoft Excel.	Essential	x	x	
	Ability to review and investigate complaints/appeals in a thorough, fair, and objective manner.	Essential	x	x	x
	Experience in using student information systems such as Unit-e, SITS, or similar platforms, particularly for managing assessment records.	Desirable	x	x	x
General skills	Excellent organisational and administrative skills	Essential	x	x	
	Ability to communicate clearly and effectively, both in writing and in person.	Essential	x	x	
	A methodical approach and meticulous attention to detail	Essential	x	x	
Other	Ability to prioritise own workload and meet strict deadlines	Essential	x	x	

	Capability of working under pressure, in an environment where quick responses are required	Essential	x	x	
	Ability to maintain a high level of confidentiality.	Essential	x	x	
	Commitment to delivering excellent customer service	Essential	x	x	
	Ability to work as a flexible and proactive member of a team	Essential	x	x	

Disclosure and Barring Scheme Is a DBS Check required: DBS This post does not require a DBS check D

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²Demonstration: Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.