



Edge Hill
University

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2022

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OF THE YEAR



Student Services Compliance Officer

Reference: EHA2284-0922
Salary: £25,642 - £27,929 per annum
Grade 5, Points 19–22
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk
Accountable to: Director of Student Services
Reporting to: Head of Student Support and Guidance





About the Role

Student Services plays a crucial role in ensuring that students have an enriching and fulfilling experience during their course of study. The remit of the department is to support students with many of the aspects of student life that impact on their studies and student experience. This includes provision of wellbeing and counselling; student insights and student voice; inclusion and disability support; student communications; financial support and money advice; student induction, activities and opportunities; student support and continuation of studies; multi faith and community; and support for disadvantaged groups such as care experienced students.

Over recent years there has been an increase in the legislative and regulatory requirements that relate to areas of work that are led and managed by Student Services. This role holder will support the department to meet these requirements, taking responsibility for the administration of key activity. Providing professional support to panel meetings will be another important part of this role, as will monitoring and reporting on the activity within the service, analyzing data and using this to make continuous improvements to the Student Experience.

This new role will not deal directly with students but will provide essential administrative support to ensure compliance with the various internal and external reporting, procedural, legal and regulatory accountabilities in Student Services.

NB: Some of the topic areas which will be covered by this role will be on sensitive subjects such as Safeguarding, Mental Health and Suicide, Sexual Misconduct, and Terrorism.



Duties and Responsibilities

1. Put in place processes to formally monitor the compliance of Student Services against relevant regulatory issues such as the University Safeguarding Policy, Prevent Action Plan, Mental Health Charter and other internal documentation.
 - a. Designing and implementing simple processes which will record all actions required to meet regulatory requirements.
 - b. Ensuring all actions have a person responsible for them and a timescale attached to them.
 - c. Liaison with key actors to ensure they are aware of their responsibilities and any outstanding actions.
 - d. Tracking the progress of actions, providing reminders, and flagging any issues to managers where actions are overdue.

2. Attend and service relevant working groups and meetings relating to projects within Student Services.
 - a. Organisation of meetings which maximise the attendance of key participants, ensuring compliance with institutional policy, specifically in relation to frequency of meetings and constitution.
 - b. Liaison with managers in relation to putting together an agenda and producing reports and documentation required.
 - c. Liaison with external speakers, guests or other visitors for the meeting.
 - d. Acting as Secretary to meetings including producing minutes of the meeting, reflecting key points raised, reasons for decisions made and actions, while ensuring reports are accurate, concise and professionally presented.
 - e. Supporting the relevant manager with the production and circulation of minutes and action logs following the meetings.
 - f. Tracking the progress of actions following the meeting, providing reminders and deadlines to staff where appropriate.

3. Attend and service Fitness to Study panel meetings and other casework meetings as required.
 - a. Organisation of panel meetings ensuring compliance with institutional regulations and procedures, specifically in relation to panel constitutions, documentation and timeframes.
 - b. Liaison with Faculty staff in relation to reports and documentation required for panel meetings.
 - c. Liaison with external professional panel representatives.
 - d. Acting as Secretary to panel meetings including producing a detailed report of the meeting, reflect key points raised and reasons for decisions made, while ensuring reports are accurate, concise and professionally presented.
 - e. Supporting the relevant manager with the production of decision letters following panel meetings.
 - f. Supporting the team with reporting and data analysis regarding cases.
4. Provide administration support in preparation for audits and other regulatory requirement checks and visits, working as part of a wider team and liaising with others, often at short notice.
5. Provide advice and support regarding the recording of relevant data on student cases to ensure this will meet audit or regulatory requirements, suggesting changes or improvements as appropriate.
6. Support the logging and tracking of student cases on the system to ensure the records are accurately inputted and will stand up to scrutiny at an audit, sampling records as needed to ensure compliance.
7. Provide policy management for Student Services, tracking requirements and renewal dates, providing relevant reminders and liaising with colleagues in Governance & Assurance.
8. Coordinate the production of committee papers required centrally or by Faculties/ departments, requesting information, setting deadlines and ensuring these are produced and delivered on time.

9. Update internal and external resources on relevant issues (such as Safeguarding and Prevent) including wiki entries, MS Teams pages, webpages etc.
10. Receive and track any Freedom of Information (FOI) or Subject Access requests received into the service, delegating to others for a response, and ensuring timely production of the relevant data.
11. Support the production of annual reports for Student Services, requesting information, setting deadlines and providing basic analysis of data.
12. Support the preparation of termly briefing documents on key topic areas and distribute the briefings to relevant staff through a variety of communication mechanisms.
13. Review new sector resources, articles and research and provide summaries to relevant staff.
14. Use the principles of plain English when preparing letters, minutes and reports. Ensure they are accurate, concise and professionally presented.
15. Deal with all sensitive information and data in a confidential manner and adhere to General Data Protection Regulations, other regulatory requirements and University protocols.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers





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Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	A degree or equivalent work experience	*		A
2.	Significant experience in an equivalent/similar post		*	A
Experience and Knowledge				
3.	Experience of servicing meetings, panels or committees, communicating procedures to a variety of audiences	*		S/I
4.	Experience of making decisions within a regulatory framework and communicating these findings orally or in writing	*		S/I
5.	Experience of dealing with confidential and sensitive information or casework	*		I
6.	Experience of understanding complex regulations and applying these into everyday practice	*		S/I
Abilities and Skills				
7.	Excellent written and oral communication skills	*		A/I/T
8.	Ability to absorb information from different sources and present findings	*		S/I/T
9.	Ability to work accurately with meticulous attention to detail	*		A/I/T
10.	Well-developed organisational skills	*		I
11.	Ability to review, design and implement business processes		*	I
12.	Excellent IT skills including Microsoft Office, Excel, Word and Databases	*		A/T/I





13.	Ability to manage and prioritise a workload with strict deadlines	*		S/I/T
14.	Ability to always approach the role in a positive and professional manner	*		I
15.	Ability to work independently and as part of a team, supporting colleagues when required	*		S/I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Laura Moss, Department Administrator at laura.moss@edgehill.ac.uk.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

