

Job Description

Position:	Casework and Compliance Lead
School/Service:	Quality Transformation Unit
Reference:	QTU-012/P
Grade:	7
Status:	Permanent
Hours:	Full-Time
Responsible to:	Lead for Academic Quality

Main functions of the post:

The Casework and Compliance Lead plays a central role in ensuring the University meets its statutory, regulatory, and policy obligations, with a specific focus on the effective management of academic casework and institutional compliance. The postholder provides leadership, expert guidance, and coordination of processes relating to student casework (including academic appeals and complaints), regulatory assurance, and the development of systems that support robust compliance across the Quality Transformation Unit (QTU).

Working collaboratively within QTU and with colleagues across the University, the role ensures that regulatory requirements are met, risks are identified and mitigated, policies are effectively implemented, and casework processes are delivered to a high standard of quality, timeliness, and integrity.

Principal duties and responsibilities:

- Lead and manage QTU casework functions, including academic appeals, student complaints, and related procedural processes.
- Oversee the digitisation, maintenance, and continuous improvement of casework systems, ensuring accuracy, transparency, and timely resolution.
- Provide expert advice to staff, students, and senior stakeholders on casework procedures, compliance requirements, and regulatory expectations.
- Monitor casework trends, risks, and outcomes, producing analysis to support institutional learning and policy development.
- Monitor UK higher education regulations and sector guidance best practice (e.g., OfS conditions of registration, UKVI immigration compliance, Prevent Duty, Equality Act, GDPR)
- Provide specialist training, advice, and briefing sessions to staff and students on compliance obligations and academic casework processes.
- Lead the design and delivery of CPD activity within the QTU Excellence Centre relating to casework, compliance, and regulatory responsibilities.
- Develop accessible resources, guidance materials, and briefing systems that ensure colleagues understand their responsibilities and maintain regulatory alignment.
- Engage with national professional networks to maintain up-to-date understanding of regulatory shifts, sharing insights and risks with QTU and University colleagues.
- Interpret emerging regulatory policy and analyse institutional implications, supporting strategic planning and operational adaptation.

- Act as a central point of contact for regulatory queries concerning academic compliance, escalating issues as appropriate.
- Act as Officer to Senate committees and other senior University groups as required.
- Lead and support task groups related to OfS regulatory compliance, ensuring actions are delivered and outcomes monitored.
- Work collaboratively on cross-institutional initiatives aligned to the University's Strategic Plan, including activity related to access and participation.
- Develop and maintain effective working relationships with academic and professional services teams to support compliance and quality enhancement.
- Ensure the integrity, confidentiality, and appropriate handling of sensitive data in line with statutory obligations.
- Maintain compliance with University policies including health and safety, equality, diversity and inclusion, and sustainability commitments.
- Promote a positive, collaborative, and improvement-focused culture across all aspects of the role.
- Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

Note: This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: Casework and compliance lead		Reference: QTU- 012/P	
Service: Quality Transformation Unit		Priority -	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a)	Educated to degree level	Priority 1	CV / Documentation
1 b)	Postgraduate qualification or equivalent relevant experience	Priority 2	CV / Documentation
1 c)	Relevant professional qualification/membership, and commitment to gaining Advance HE professional recognition	Priority 2	CV / Documentation
2 Skills			
2 a)	Demonstrable knowledge of issues and innovations surrounding HE policy, regulation and compliance with particular reference to academic quality and standards	Priority 1	CV/Interview/Assessment
2 b)	Ability to lead and manage complex casework processes with accuracy and integrity.	Priority 1	CV / Interview
2 c)	Highly organised, able to prioritise workloads and manage competing deadlines.	Priority 1	CV/Interview/Assessment
2 d)	Strong analytical skills and understanding of risk management principles.	Priority 1	CV/Interview
2 e)	Excellent communication, influencing, and interpersonal skills, with the ability to advise and brief colleagues at all levels.	Priority 1	CV/Interview
2 f)	Ability to motivate others and lead without line management authority.	Priority 1	CV/Interview
2 g)	Creative, solutions-focused approach to problem-solving.	Priority 1	CV/ Interview/Assessment
2 h)	Skilled at developing policies, procedures, and monitoring frameworks.	Priority 1	CV/Interview/Assessment
2 i)	Ability to build credibility with senior stakeholders, academics, and professional services.	Priority 1	CV/Interview
3 Experience / Knowledge			
3 a)	Evidence of informing, influencing, or leading change in a complex environment.	Priority 2	CV / Interview
3 b)	Experience managing projects or operational processes to successful completion.	Priority 2	CV / Interview
3 c)	Experience working collaboratively within teams to deliver shared outcomes.	Priority 1	CV/Interview
3 d)	Detailed knowledge of higher education regulation or willingness to develop rapidly.	Priority 2	CV/Interview
3 e)	Experience using digital systems (e.g., SharePoint) for record-keeping or workflow management.	Priority 2	CV/Interview
4 Personal Qualities			
4 a)	Able to work under pressure and to meet deadlines, systematic with an eye for detail but also able to identify broader implications and contribute to strategic thinking	Priority 1	Interview

4 b)	Efficient and well organised, in support of running groups / servicing committees / monitoring progress against deadlines	Priority 1	Interview
4 c)	Supportive and collegiate, sensitive to individual needs and cultural differences whilst able to influence and challenge appropriately	Priority 1	Interview
4 d)	Self-motivating and proven ability to work unsupervised	Priority 1	Interview
4 e)	Commitment to continuous improvement, the promotion of equality and diversity and social mobility, and creative ways of working	Priority 1	Interview
4 f)	Able to work collaboratively and to facilitate the development of effective working relationships, both internally and externally	Priority 1	Interview
4 g)	Able to build personal credibility and authority, including with academics, professional services and senior management	Priority 1	Interview
5	Other		
5 a)	Ability to work flexibly, including remote work, in line with service needs.	Priority 1	Interview
5 b)	Commitment to University policies including equality, diversity, health and safety, and data protection.	Priority 1	Interview
5 c)	Willingness to travel nationally or internationally if required.	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required