



**St George's School of Health and Medical Sciences**

**City St George's, University of London**

**STUDENT CONDUCT AND COMPLIANCE OFFICER**

**Ref: 975-24**

**JOB DESCRIPTION**

<b>Post Title</b>	Student Conduct and Compliance Officer
<b>Grade</b>	Grade 5
<b>Contract type</b>	Permanent, Full-Time
<b>Responsible to</b>	Head of Student Conduct and Compliance (SCC)
<b>Accountable to</b>	Director of Governance, Legal and Assurance Services
<b>Responsible for</b>	N/A
<b>Liaises with</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>• Vice-Chancellor, Deans, Institute Directors and Senior Leadership and Management Teams</li> <li>• Course Directors and Personal Tutors (all St George's courses)</li> <li>• Students and the Students' Union</li> <li>• Senior academic &amp; clinical staff</li> <li>• Wider GLAS team, including the General Counsel</li> <li>• Professional services staff</li> <li>• Occupational Health</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>• Senior clinical and academic staff from other NHS Trusts/HEIs</li> <li>• External partners (including franchised courses)</li> <li>• Professional Regulators (e.g. GMC, NMC, HCPC)</li> <li>• Medical Schools Council</li> </ul>



	<ul style="list-style-type: none"> <li>• Office of the Independent Adjudicator for Higher Education (OIA)</li> <li>• External legal representatives and defence organisations</li> </ul>
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## Overall purpose of job

The purpose of the job is to handle student casework.

## 1. Main Duties and Responsibilities

The post holder will work as part of the Student Conduct and Compliance team within the department of Governance, Legal and Assurance Services providing an advisory service for students and staff regarding the operation of student procedures.

The Student Conduct and Compliance Officer is responsible for the administration of student cases under seven student procedures for all degree and modular programmes for St. George's, University of London.

In addition, the post holder will act as Clerk for student progression panels and committees which will involve calendar management, taking minutes and circulation of outcomes to students.

### 1. Academic and Student Support

- i. Be a central point of contact for all Foundation, Undergraduate, Postgraduate and CPPD queries in relation to student regulations, policies, and procedures.
- ii. In accordance with St George's policies and procedures, advise students, both individually and as a cohort on complex and often sensitive issues.
- iii. Advise academic, clinical and professional services staff at all levels on regulatory matters including the General Regulations, Programme Regulations, Schemes of Assessment and other support and welfare policies.
- iv. Recruit external committee and panel members and explain the remit of their role.
- v. Liaise with external organisations (e.g. professional regulators for medical and healthcare e.g. GMC, HCPC, NMC, student representatives, the police, the Disclosure and Barring Service and legal teams).
- vi. Liaise with the Counselling Service, Occupational Health Department and other internal and external healthcare providers to facilitate appointments for students in difficulty.

### 2. Student Casework

- i. Process student cases through the following student procedures:
  - Academic Appeals Procedure
  - Academic Integrity Procedure
  - Procedure for Consideration for an Extension to a Maximum Period of Study
  - Procedure for Consideration for a Final Discretionary Attempt at an Assessment
  - Procedure for Consideration of Fitness to Study or Practise
  - Student Concerns and Complaints Procedure
  - Student Disciplinary Procedure



- Declaring Criminal Records (DBS checks and panels)
  - Second stage student appeals
  - Complaints to the OIA
- ii. Refer individual matters to specific officers as named in the relevant student procedures ensuring that individual cases are progressed in accordance with procedural timescales.
  - iii. Act as a clerk to investigations under the procedures, organising meetings, audio-recordings of interviews, producing notes and maintaining an accurate record of process followed.
  - iv. Proof read Investigating Officer Reports, ensuring accuracy and consistency and that case are robust and defensible and refer to external regulations, standards and guidelines where they exist.
  - v. Evaluate applications and sources of supporting evidence under the Academic Appeal Procedure and, in consultation with University regulation/policy, make a recommendation to the Head of Student Conduct and Compliance whether grounds for a successful appeal have been established. Produce outcome letters carefully and sensitively detailing the outcome and the reasoning for the decision.
  - vi. Record equality, diversity and inclusion data for all student cases.
  - vii. Manage student complaints and appeals as required, at the level of Senate and the Governing Body.
  - viii. Organise appeal hearing meetings, including scheduling meetings, preparing paper bundles and liaising with panel members.
  - ix. On behalf of the Director of GLAS, and in liaison with the Head of SC&C, respond to requests and queries from OIA by providing full responses and information bundles within prescribed deadlines.
  - x. Manage a 'lessons learned' process, by monitoring any themes through the stage 2 appeals process, ensuring that any issues are reported back to the Head of SCC.

### 3. Committee and Clerking Support

- i. Provide secretarial support for the committees and panels named within the student procedures, with primary responsibility for Discretionary Panels, Extended Period of Registration Panels and Disclosure and Barring Service (DBS) Panels.
- ii. Propose and agree deadlines with Discretionary Panel members (approximately eight months before the panel takes place) and disseminate dates to staff and students. Arrange ad hoc panels as required for special cases.
- iii. Prepare file summaries for Discretionary Panels and Extended Period of Registration Panels and, in so doing, check thoroughly for errors, amending where necessary and reporting errors to the relevant course teams.
- iv. Identify and recruit internal and external members to sit on Hearing Committees.
- v. Provide administrative support to the Student Conduct and Compliance Team, including, but not limited to organising venues and refreshments, producing and circulating agendas and papers, taking minutes, communicating outcomes to students, writing-up and distributing minutes and ensuring action points are followed up.
- vi. Act as appointed Clerk for Student Disciplinary and/or Fitness to Practise Hearing Committees.
- vii. Write complex and robust reports, ensuring accuracy, for panels and Hearing Committees.
- viii. Maintain the Confidential Register of students in difficulty (health, conduct, academic progression).
- ix. Update the Student Conduct and Compliance shared folder (OneNote) and Outlook Calendar on a daily basis with respect to case progression and deadlines.

### 4. Disclosure and Barring Service Checks and Applicant Screening



- i. Carry out the day-to-day administration of the Disclosure and Barring Service checks for returning students on clinical courses whose DBS status has altered since admission to St George's.
- ii. Advise applicants, students and staff on aspects of the Disclosure and Barring Service application and screening panel process.
- iii. Act as secretary to the virtual panels responsible for making decisions about the suitability of applicants and students who make criminal records disclosures and applicants with previous disciplinary proceedings, recording the decision-making process and communicating the outcomes.
- iv. Manage the relationship with the external supplier for DBS checks for students who have complex circumstances.

## 5. Annual Reporting

- i. Enter annual case data into an excel spreadsheet to facilitate annual reporting and assist in preparing the annual reports.
- ii. Ensure appropriate checking procedures are maintained to ensure the integrity of all data.
- iii. Draft the initial response for all Freedom of Information and Subject Access requests.
- iv. Prepare a list of student names and case information for the purpose of transferring information to the GMC and the UK Foundation Programme Office ahead of applications for provisional GMC registration (December annually).

## 6. Development Projects

- i. In consultation with the Head of Student Conduct and Compliance, input into ad hoc projects designed to enhance the student experience.
- ii. Assist the Head of Student Conduct and Compliance to deliver training for staff and be responsible for organising and facilitating training days in the UK and internationally.
- iii. Update the Student Conduct and Compliance web pages.
- iv. Contribute to projects to ensure that St George's practice in relation to Student Conduct and Compliance is led by evidence and national guidance, and attend external meetings or conferences where required.

## 7. GLAS Team Support

- i. Provide high quality administrative support for the Director of GLAS and the GLAS team more widely.
- ii. Support and cover responsibilities of GLAS team members as required.

## 8. Other Responsibilities

- iii. You will be expected to work with an appropriate degree of autonomy whilst liaising effectively with administrative and academic colleagues and ensuring good communication within the wider Higher Education community. You will be expected to be flexible in your approach to work and to undertake additional activities as necessary.
- iv. You will be expected to work as a part of the student-facing Student Conduct and Compliance Team, playing your part in ensuring that there is presence from the team on site throughout the working week.
- v. There may be occasions when it is necessary to work additional hours, attend meetings or undertake work outside normal working hours.
- vi. It is expected that staff working at St George's, University of London will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student



recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a Personal Tutor.

- vii. You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.



### Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
<b>Qualifications</b>	Degree or equivalent level qualification.	E	AF
<b>Experience</b>	Experience of Higher Education or other large multi-disciplinary public sector organisation.	E	INT
	Experience of dealing with casework; for example, complaints, academic appeals, fitness to practise and disciplinary cases.	E	<b>SS2</b> , INT
	Previous experience administering online DBS checks.	D	AF, INT
<b>Knowledge/ Skills</b>	Excellent organisation skills, diary management and the ability to prioritise workload to meet strict and often overlapping deadlines.	E	<b>SS3</b> , INT
	Experience of producing high quality written work/reports/minutes/non-template letters.	E	<b>SS1</b> , AF
	Ability to analyse large amounts of complex, and often, conflicting information or data.	E	INT
	Able to explain complicated regulations to students and staff at all levels.	E	INT
	Knowledge and application of professional standards required for health care professionals (i.e. GMC, HCPC and NMC).	D	INT
	Able to initiate, prioritise and plan activities without regular supervision.	E	<b>SS4</b>
	Able to develop and improve policies, procedures and working methods.	D	INT
	Being proficient in the whole suite of Microsoft Office.	E	<b>SS5</b>



<b>Personal Attributes</b>	Able to act sensitively, but decisively, ensuring that all procedural stages and proper process is followed.	E	INT
	Highly motivated, proactive and flexible.	E	INT
	Able to remain calm under pressure and handle difficult conversations.	E	ST
	Committed to embedding practices which embrace diversity and promote equality of opportunity	E	INT
	Committed to Continuing Professional Development (CPD)	E	INT

**Key:**

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,  
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

*Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.*

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 and Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

**2. Date**

06 August 2024



## About us

St George's School of Health and Medical Sciences is dedicated to medical, biomedical and allied health education, training and research. Sharing a clinical environment with a major London teaching hospital in southwest London, our innovative approach to education results in well-rounded and highly skilled clinicians, scientists, and health and social care professionals.

St George's has a long and illustrious history of training healthcare professionals, dating back more than 270 years. We are well known for our innovative approach to medical education, being the first UK institution to launch a Graduate Entry Medicine Programme, a four-year fast-track medical degree course open to graduates in any discipline. Now part of City St George's, University of London, St George's was the number one university in the UK for Graduate Prospects (on track), according to the Complete University Guide 2024 and second for Graduate Prospects in the 2024 Times UK University Rankings.

Our internationally recognised research delivers cutting-edge scientific discovery through four specialist Research Institutes, directly helping patients through our close links to the clinical frontline and London's diverse community. St George's was ranked joint 8th in the UK by the Times Higher Education in their Research Excellence Framework (REF) 2021 Impact Scores. 36% of St George's research was assessed as 'world-leading' and 100% of our impact cases were judged to be either 'world-leading' or 'internationally excellent.' Our Institutes focus on biomedical and scientific discovery, advancing the prevention and treatment of disease in the fields of population health, neuroscience, heart disease and infection - four of the greatest challenges to global health in the 21st century. Our values keep St George's striving to deliver its mission and demonstrate how we aspire to CARE for ourselves and others:

- Collaboration - We work as a community and engage external partners to deliver our mission.
- Ambition - We strive to achieve the best for ourselves and others, responding dynamically to new challenges.
- Respect - We are open-minded, listening to others and valuing different perspectives.
- Equity - We are inclusive, tackling inequity in all its forms.

The diversity of the people within our community at St George's is one of our strengths. We benefit hugely from the range of perspectives that come from the different backgrounds, opinions and beliefs of our staff and students and, in recognising that, we want to put our approach to diversity and inclusion firmly at our core.

More information about St George's School of Health and Medical Sciences can be found at [www.sgul.ac.uk](http://www.sgul.ac.uk).

City, University of London and St George's, University of London completed a merger on 1 August 2024, creating a powerful multi-faculty, multi-site, institution. The combined university will become one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students. If you have any questions, you can email [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk) with enquiries.





St George's School of Health and Medical Sciences currently offers a range of employee benefits:

**Salary:** £32,982 pa, (pro-rated for part-time staff). The salary range for **Grade 5** is £32,982 – £37,099 and appointment is usually made at the minimum point.

**Hours:** 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

**Annual leave:** 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

**Pension:** Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

**Flexible working** Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

**Travel** City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

**Gift Aid** If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

**Sports and Leisure Facilities** Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



**Shops and facilities** There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

### **Informal enquiries**

Informal enquiries may be made via email to: [HRhelp@sgul.ac.uk](mailto:HRhelp@sgul.ac.uk)

### **Making an application**

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk)

Closing date: **Friday 30 August 2024**

**Interview date will be on TBC.** As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **975-24**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

