

**Support and Professional Services**

**Corporate Governance**

**Assistant Complaints and Information Disclosure Officer**

**ZZ601151**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Salary is in the range £29,301 - £32,958 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Leave entitlement is 32 working days per annum. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Assistant Complaints and Information Disclosure Officer |
| **Grade:** | 6 |
| **Faculty/Centre:** | Directorate |
| **Department/Service:**  **Location:** | Office of the Director of Corporate Governance  University House |
| **Position Reference No:** | ZZ601151 |
| **Cost Centre:** | 45805 |
| **Responsible to:** | Information Disclosure and Complaints Manager |
| **Responsible for:** | None |
| **Effective date of job description:** | May 2017 |

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| **Purpose of Job:** |
| To operate, in conjunction with the Information Disclosure and Complaints Manager, the University procedures for handling student complaints and, to ensure the proper disclosure of information. |

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| **Key Responsibilities:** |
| 1. To be responsible for the operation of the University’s complaints procedures, including complaints from both students and members of the public. 2. To offer advice to students and staff on the operation of the University’s complaints procedures, in particular to ensure student sabbatical officers are familiar with these procedures and their application, including providing information via the University’s website and training. 3. To provide information to members of the public on the operation of the University’s complaints procedures, including via the University’s website. 4. In partnership with the Collaborative Programmes Office, to ensure each partner institution has appropriate or equivalent procedures for dealing with academic appeals and complaints. 5. To determine the correct procedure for handling complaints, to investigate straightforward student complaints and to support investigating officers in their investigations of formal complaints. 6. To support the Director of Corporate Governance in completing reviews of student complaints and to support the Information Disclosure and Complaints Manager in completing Office of the Independent Adjudicator (OIA) complaint submissions. 7. To acknowledge and respond to FOI requests, by contacting the appropriate staff members with the information to respond to requests, drafting the final response and having it reviewed if necessary. 8. To provide statistical help in compiling both the complaints and FOI annual reports. 9. Where required, to provide information in relation to requests for personal data submitted by the police. 10. To undertake such duties as are required and as are commensurate with the post. |

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| **Working Relationships:** |
| External:   * The Office of the Independent Adjudicator for Higher Education * Police enquiries (DP2 requests) * Members of the public   Internal:   * Deans and Heads of Department * Faculty and Department Staff * UPSU staff |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Good working knowledge of UoP and its student complaints procedure | D | AF, S, P |
|  | Knowledge of Office of the Independent Adjudicator OIA and its role in the HE sector | E | AF, S, P |
|  | Understanding of risk in relation to student complaints | E | AF, S, P |
|  | Good working knowledge of data protection | D | AF, S |
|  | Good working knowledge of freedom of information | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | Ability to write reports and draft original documents | E | AF, S |
|  | Able to develop and maintain effective communication links and working relationships with others both within and external to the University. | E | AF, S |
|  | Ability to deal diplomatically and sensitively with difficult situations | E | AF, S |
|  | Good ability to analyse, criticise and synthesise as part of investigations into complaints made | E | AF, S |
|  | Attention to detail | E | AF, S |
|  | Good problem solving skills with an ability to provide pragmatic solutions | D | AF, S |
| **3.** | **Qualifications, Education & Training** |  |  |
|  | Educated to ‘A’ Level standard or equivalent experience | E | AF |
|  | Degree or equivalent experience | D | AF |
| **4.** | **Other Requirements** |  |  |
|  | Well organised with a methodical approach to work | E | AF, S |
|  | High levels of integrity and confidentiality | E | AF, S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload,164407,en.doc) **document in order to do this.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants) |  |
| 1. Manual Handling (of loads/people) |  | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 1. Genetically Modified Organisms |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 1. Night Working   (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment | X | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc) |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation | | 21. Contaminated soil/bio-aerosols |  |
| 10. Asbestos and lead | | 22. Nanomaterials | |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc) | | 23. Workplace stressors (e.g. workload, relationships, job role etc)  X | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Samantha Hill |
| **Date** | 23 May 2017 |
| **Extension number** | 3642 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.