

## **Job Detail**

(Overview, Role Detail and Person Specification)

# **Directorate of Student Success, Administration and Support Services**

**Specialist Case Adviser (Hate Crime & Racism) - Grade 6**

**(Ref:MPF3166)**

**Role Title: Specialist Case Adviser (Hate Crime & Racism)**

**Reports To: Case Management Team Manager**

### **Overview**

Student Success, Administration & Support Services (DSSASS) provides all of the student facing services delivered through the academic school professionals service teams and the centrally provided services. It is also responsible for providing the facilitating services that support the student journey. The teams are Student Administration, School Operations (School Offices), Student Experience and Support and the University Library.

The Directorate's work is very varied and provides co-curriculum support through direct learner support in academic skills, careers planning and support as well study skills, access to accredited learning and student engagement, student support and well-being. The remit of the team is to proactively support students on their journey with the University and seek to enhance their experience through the effective delivery of our services those both seen and unseen.

The askUS service (our one stop shop for student support within Student Experience and Support) offers a variety of support and development services for students, including:

- Money advice and hardship support.
- Wellbeing (mental and emotional health) skills and support.
- Disability and learner support.
- Money skills and funding advice.
- Support and advice for care leavers, carers, asylum seekers and refugees, accommodation, LGBTQAI and estranged students.
- Mentoring opportunities.
- General enquiries.

Our services are required to be flexible and student-centred. You will be required to work flexible hours (including evenings and occasional weekend commitments) and support a team of colleagues working in a similar way.

We are an organisation that values diversity and inclusivity, and the benefits that diverse perspectives bring to our University.

We are proud of our diverse student population and it's important for us to create an inclusive culture where all our students and colleagues can bring their whole selves to the University. We recognise that our colleague profile is not as diverse as it should be particularly looking at the diversity of our students and have developed strategies to increase the diversity of our teams.

We are committed to ensuring our workplace is a safe, welcoming, and inclusive place to work, which is why we subscribe to Equality Charter Marks such as Stonewall Workplace Equality Index, the Race Equality Charter and Athena SWAN. We also operate a guaranteed interview scheme for job applicants who declare they have a disability and meet the essential criteria of the job they are applying for.

## **Role Detail**

### **Role Purpose**

We recognise that the complexity and number of reports around sexual violence, racism, hate crime, stalking, domestic violence and bullying and harassment is increasing and to enable us to lead the way and be sector leaders in supporting students, we need to do things differently.

The Specialist Case Adviser (Hate Crime & Racism) will work across all these areas but will have particular knowledge in the areas of racism and hate crime. A knowledge of safeguarding and bullying and harassment is also important. They will not only lead on supporting students in this area from initial report to an outcome, but also be able to advise other colleagues in this specialist and complex area. They will manage their own case load, supporting students every step of the way, creating strong relationships and making referrals to specialist services and external agencies, and keeping students up to date on University processes and the progress of their case. They will be an advocate for students working with, and changing, when necessary, the way the University works in this area.

The role holder will also be responsible for developing and delivering presentations and workshops to larger groups of students and colleagues. They will also be involved in working across the University on policy and process development, and communicating our message of inclusion, diversity and our anti-racism and anti-hate across our community.

The Specialist Case Adviser (Hate Crime & Racism) will also be able to carry out investigations and will be part of panels for formal processes.

### **Role Responsibilities**

- To assign and manage cases that are reported to the University from point of reporting to final resolution.
- To undertake detailed, specialised casework related primarily to reports made via our Report and Support system. This will be on a one to one basis delivered via various methods as appropriate including telephone, email, live chat, video calling and in person.
- Be the primary point of contact with students and staff who report cases to the University.
- Lead on and be a specialist in cases around racism and hate crime.
- Be able to manage other cases when necessary, such as sexual violence and misconduct, domestic violence and bullying and harassment.
- Manage respondent's cases as well as victims/ survivors as necessary logging all correspondence around the case on a specialised reporting system and ensuring others involved in the case do the same.
- Responsibility for ensuring compliance in casework records appropriately flagging issues/ trends of concern.

- Work with other parts of the University such as the schools, Students' Union, accommodation providers, Counselling and Wellbeing, Human Resources and the Quality and Enhancement Office to manage and coordinate cases that have been assigned to you.
- Develop and maintain symbiotic relationships with specialised external agencies and the police.
- Assist with the analysis of data and reports to senior University Committees.
- To co-ordinate relevant campaigns that are rooted in evidence.
- To manage the team when the Team manager is not available.
- To sit on panels when necessary and co-ordinate University panel for formal processes.
- To assist in the promotion of reporting routes University wide.
- To sit on any relevant external committees or groups as appropriate.
- To advocate and offer advice to the University community on issues of Inclusion & Diversity as appropriate.
- Assisting in the development of policy, guidance and processes in the area.

**In addition, the post holder will have responsibility for:**

- Performing any other duties appropriate to the grade as may be required by the Case Management Team Manager and other members of the senior management team.
- Engaging with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Complying with the personal health and safety responsibilities specified in the University Health and Safety policy.
- Promoting inclusion and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Providing cross-Institutional support, ensuring that departmental barriers are not an obstacle in carrying out duties on behalf of all Student Success, Administration and Support Services.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Please note that it is a condition of this post that you can take part in student services work between 8am and 8pm and that may include weekend and evening working and beyond core hours. The Team provide services across any campus location, so colleagues are expected to work at different University buildings including MediaCityUK.

## Person Specification

### Qualifications

	<b>The Successful candidate should have:</b>	<b>Essential / Desirable</b>	<b>Tested by* A, I, P, T</b>
1	Undergraduate degree or equivalent experience in a similar field	E	A, I
2	An inclusion and diversity, mediation, or similar qualification.	D	A, I

### Background and Experience

	<b>The Successful candidate should have:</b>	<b>Essential / Desirable</b>	<b>Tested by* A, I, P, T</b>
3	Experience of working in an inclusion and diversity/ conflict resolution related role.	E	A, I, P
4	Experience of developing policies and processes and managing/ reporting on their performance in a large complex organisation.	E	A, I
5	Proven analysis skills with the ability to anticipate potential problems in a demanding environment, and the ability to identify and implement solutions.	E	A, I
6	Strong stakeholder engagement and management experience with proven experience of influencing at all levels of the organisation.	E	A, I
7	Experience of managing projects which require influencing and persuading skills at all levels of the organisation.	E	A, I
8	Experience of team management.	D	A, I

### Knowledge

	<b>The Successful candidate should have:</b>	<b>Essential / Desirable</b>	<b>Tested by* A, I, P, T</b>
9	A full understanding of the relevant legal and political framework around reporting, discrimination, hate crime, sexual assault and misconduct and be able to apply that to a University setting.	E	A, I
10	A full understanding of safeguarding and other legal responsibilities.	E	A, I
11	An understanding of the Higher Education sector and the challenges it faces.	D	A, I

### Skills and Competencies

	<b>The Successful candidate should have:</b>	<b>Essential / Desirable</b>	<b>Tested by* A, I, P, T</b>
12	Excellent IT skills with the ability to prepare and present effective and accurate data and information.	E	A, I
13	The ability to conceptualise, develop and monitor policies, processes and frameworks for a range of purposes.	E	A, I
14	The ability to act with complete discretion in managing highly sensitive situations.	E	A, I
15	The ability to manage and resolve conflict with solution-focused guidance.	E	A, I, P

16	Outstanding interpersonal and communication skills, with a proactive approach and the ability to act with emotional intelligence and sensitivity, at all times.	E	A, I, P
17	Problem solving skills including being able to routinely identify potential issues with the ability to think quickly and innovatively and to react positively to changing requirements.	E	A, I, P
18	An empathetic, professional and student led approach	E	A, I
19	Effective mediation skills.	D	A, I
20	The ability to contribute and challenge on how Salford can improve the way in which we engage with our diverse internal and external community and become more inclusive.	E	A, I, P

**A = Application form, I = Interview, P = Presentation, T = Test**