

**VISION STATEMENT:**

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

**MISSION STATEMENT:**

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

**1. POSITION DETAILS**

|            |                                                              |
|------------|--------------------------------------------------------------|
| Position   | Senior Specialist -Student Grievance                         |
| Grade      | : 6                                                          |
| Incumbent  | :                                                            |
| Division   | : Office of the Registrar                                    |
| Department | : Department of Compliance and Assessment                    |
| Location   | : Nasinu Campus                                              |
| Reports to | : <b>Registrar through Manager Compliance and Assessment</b> |

**2. PURPOSE**

The primary role of the incumbent is to perform the day-to-day business of the department. The incumbent is expected to manage all grievances received by the Office of the Registrar and perform all tasks assigned to him/her by the immediate supervisor. The role of the Senior Specialist – Student Grievance is to engage in all departmental operations and activities and ensure that every task is performed with high efficiency and accuracy. The incumbent should be aware of all processes and procedures of the department and grievance management to advise, guide and support the Registrar and the Manager with all matters relating to student grievances. The position holder will coordinate with FNU Colleges to maintain up-to-date grievance cases and will also be responsible for maintaining the accuracy of grievance sections data and information.

**3. ORGANISATION CHART**

Position of Your Immediate Supervisor: **Manager Compliance & Assessment**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

| Positions Reporting to You | No Of Staff Reporting to Them |
|----------------------------|-------------------------------|
| Student Grievance Officer  | N/A01                         |

**4. KEY ACCOUNTABILITIES**

**General and Academic Disciplinary**

- Ensure that emails forwarded by the Registrar or Managers related to student grievances are analysed within timelines as per given guidelines.
- Responsible for managing student grievance matters, including compliance and working with FNU legal office where required to bring cases to completion within the timeline.
- Develop and review the Disciplinary Decision Matrix (DDM), SOP and Guidelines on a regular basis.
- Responsible for facilitating professional conflict resolution and mediation.
- Inform and keep FNU students and relevant stakeholders updated on disciplinary-related matters as directed by the Registrar.
- Receive and bring to the attention of the supervisor and Registrar all disciplinary cases as per Grievance Level in UASR and check to confirm that disciplinary matters relating to student conduct conform with the Part VII of UASR: Student Personal and Academic Conduct and Grievance Policy.
- Conduct investigations and manage disciplinary correspondence and investigations of grievances.
- Liaise with hostel staff, Security and FNUSA to ensure disciplinary issues are identified, and clear reporting procedures are understood.
- Record and compile statements and necessary evidence from students/ staff on grievance queries.
- Draft legal opinions, memos and reports for the Registrar on all Disciplinary Cases.
- Seek approval of all committee membership from the Registrar or assigned Manager and communicate effectively with appropriate Disciplinary Committees that are established by the Registrar to deal with general student conduct and grievances at the University:
- To undertake special projects assigned by the supervisor from time to time for the general improvement of the systems and processes within the Department/Division.
- Make recommendations for changes in UASR
- Liaise with FNUSA for all students and as well as with parents/guardians for under 18 cases.
- Perform secretariat duties and advisory services for Student General Disciplinary Committee (SGDC), Student Academic Disciplinary Committee (SADC), College Academic Appeals Committee (CAAC) and Student Appeals Committee (SAC) meetings and preserve records of minutes as per given guidelines.
- Vet notice of appearance letters for students and liaise with students on disciplinary meetings
- Prepare draft decision letters as per rulings and bring them to the attention of the Registrar or assigned Manager for approval to inform students of the outcome of hearings.
- Maintain record of all meetings and grievance cases addressed by the Office of the Registrar in both hard copy and electronic form.
- Prepare disciplinary cases report for Senate Meetings, Quarterly Reporting and whenever required.
- Monitor, analyse, and report trends on cases across Colleges and campuses to identify systemic issues, policy gaps, and institutional risk areas, and provide evidence-based recommendations to the Manager and the Registrar

**Support student lifecycle**

- Advise students through workshops and awareness sessions, web updates and orientation on USAR and Policy updates in terms of general and academic disciplinary and any other matter as assigned by the Supervisor or the Registrar.
- Analyse and prepare reports to show trends in disciplinary matters and propose workshops and initiatives with inter and intra Departments and Division to minimise cases.
- Communicate effectively with students and other relevant staff to ensure students have revised study paths and revised completion times as per disciplinary rulings.
- Manage all records as advised by the Supervisor.

**Customer Complaints**

- Advise and guide students on processes and procedures for raising grievances.
- Handle all customer complaints, including CCPA and Customer Feedback, and ensure it is resolved in a timely manner by sections.
- Prepare analysis of cases for grievances and escalate matters to the Supervisor and the Registrar where necessary.
- Compile all records as advised by the Supervisor on customer complaints.
- Ensure responding to emails/calls in a timely manner with accurate information pertaining to the request.

**Printing & Dispatching and Preserving Records on Disciplinary Cases**

- Verify details on letters and templates before issuing.
- Prepare and dispatch official letters related to disciplinary issues and any other as assigned.
- Ensure that privacy regulations as per USAR are followed for sponsor and any third-party requests are maintained for information on disciplinary cases.
- Verify and update the details on the Student Management System in a timely manner.

**Holds and Transition Issues**

- Apply relevant holds on the Student Management System or manually as per decisions on disciplinary cases.
- Track and communicate with students on hold for disciplinary cases with finance, sponsors and counsellors.
- For FCAE/LTC or any other non-Banner record request, follow up with transcript team and contact the student.
- Compile all records as advised by the Supervisor.

**Day to day Operation Supervision and Support to Supervisor**

- Individuals work plans of the Department must be aligned to corporate objective, mission and vision of the University.
- Assists the immediate Supervisor in meeting the deadlines set and achieving the goals of the department and the division, the latter being the overall objective or the mission of the University.
- Be a team player and take responsibility for assigned departmental operations.
- Ensure that deadlines are met by the team.
- Lead in compiling reports as and when required by the Supervisors.
- Verify each document dispatched from the office and take responsibility for any misunderstanding or errors of documents dispatched.
- Analyse all reports prepared by any assigned staff and ensure they are consistent and accurate.
- Strict compliance with FNU policies and procedures.
- Carry out duties and responsibilities with limited supervision. Make decisions and establish work priorities on essentially procedure-oriented operations.
- Maintains an ongoing inventory of office stationeries to determine adequate stock levels for future use.
- Prepares, places, and collects stationery orders and replenishes to establish stock levels as required.
- Ensures that basic housekeeping requirements are maintained regarding the outlook of the office and immediate areas of the Academic Office's immediate work environment.
- Ability to plan and coordinate duties assigned by the Supervisor

|                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Ensure that the Department operates without any hindrance to day-to-day business.</li> </ul>                                                                                                                            |
| <ul style="list-style-type: none"> <li>Administrative Duties relating to all matters that the membership of a University entails, including duties related to School/College/University wide activities.</li> </ul>                                            |
| <ul style="list-style-type: none"> <li>General responsibility to undertake all other duties as directed by the supervising officer, the Director, Dean, Pro Vice Chancellor Teaching &amp; Learning or the Vice Chancellor.</li> </ul>                         |
| <ul style="list-style-type: none"> <li>Ensure the compliance of the Department with the academic support functions, relevant collective agreements, Acts, Regulations and Legal obligations.</li> </ul>                                                        |
| <ul style="list-style-type: none"> <li>At all times, conduct business in a professional and courteous manner with all staff, students, and the external community</li> </ul>                                                                                   |
| <ul style="list-style-type: none"> <li>Maintain and enhance electronic systems and databases for tracking, monitoring, and reporting student grievance and disciplinary cases to ensure data integrity and informed decision-making.</li> </ul>                |
| <ul style="list-style-type: none"> <li>Identify, recommend, and support the implementation of technological solutions such as Grievance Portal to improve the efficiency, accuracy, and timeliness of student grievance and disciplinary processes.</li> </ul> |

## 5. KEY CHALLENGES

- Dealing with difficult clients
- Handling the sensitive data/information available
- Maintaining of highest order of confidentiality
- Operate with impartiality.

## 6. AUTHORITY LEVEL

|                       |         |
|-----------------------|---------|
| Operating Expenditure | :.....  |
| Capital Expenditure   | :.....  |
| Others                | : ..... |

## 7. QUALIFICATION & EXPERIENCE

### Essential:

- Bachelor's degree in Law from a recognized university
- Professional Diploma in Legal Practice (PDLP) or Graduate Diploma in Legal Practice (GDLP).
- 5 years of relevant work experience

### Desirable:

- Experience working in the higher education sector or a similar regulatory environment would be of added advantage.

## 8. KNOWLEDGE & SKILLS

- Good communication and customer service skills.
- Good organizational skills.
- Excellent organising, planning and coordinating skills.
- Proven ability to multitask.
- High attention to detail.

**JOB DESCRIPTION**

- Be knowledgeable of the principles and practices of organization, planning, records management and general administration with the ability to communicate effectively.
- Strong analytical, problem-solving, time management, negotiation and administrative skills.
- Ability to operate standard office equipment, including but not limited to computers, telephone systems, calculators, copiers and facsimile machines.
- Self-starter, able to prioritise, deliver and manage a diverse and demanding workload within tight deadlines.
- Ability to deal with sensitive information in a confidential manner.
- Effective communication skills, both in writing and in person.

**9. WORKING RELATIONSHIP**

| <b>INTERNAL</b>                                                                                                                          | <b>Frequency</b> |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Director, Manager, Support Staff, Head of Department, Head of School, Dean(s), Pro-Vice Chancellors, Vice Chancellor, Staff and students | Daily            |

| <b>EXTERNAL</b>                                                                                                                                                    | <b>Frequency</b>     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| FNU Stakeholders, Commercial and Non- Commercial Industries, Students, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities | As and when required |

**11. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS**

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.