

Investigator x 2

(1 Full Time Permanent and 1 0.8 FTE Maternity Cover)

Office of Student Conduct, Complaints and Appeals

Closing date: 8th June 2025

Job Reference: AB45958



Investigator

Salary:

£41,671-£55,755 (pro rata for the part time role)

Contract:

- 1 full time permanent role
- 1 0.8FTE fixed term maternity cover role

Earliest start date: 1 August 2025

Location:

Cambridge

Faculty / Department:

Office of Student Conduct, Complaints and Appeals

Responsible to:

Senior Investigator

Purpose of the role

You will be responsible for your own caseload. Each case will require you to either investigate allegations of student misconduct under the Student Discipline Procedure or to facilitate a 'no contact' agreements under the Informal Procedure for Student Misconduct.

You will investigate reported breaches of any University rules, reports primarily relate to (serious) sexual misconduct, physical misconduct and abusive behaviour. You are also required to support the investigation of academic misconduct. Allegations may originate from another student, a staff member, or a member of the public and may involve concerns relating to racism, ableism, homophobia and transphobia. Your role will be to gather accounts and evidence from relevant parties and provide an investigation report, presenting your findings to a decision-maker.

You will be part of a team of five investigators, including a Senior Investigator who will be your line manager. You will be part of the Office of Student Conduct, Complaints and Appeals (OSCCA), the Office responsible for formal University procedures relating to student conduct, student complaints about the University experience, and appeals of formal decisions made by University decision-making bodies, including examination results. You will work alongside other members of OSCCA to provide a professional, fair and sensitive service to students and staff.



Key responsibilities

Casework:

- Responsible for undertaking investigations into student misconduct, including serious sexual misconduct. This process will include scoping investigations, communicating with and interviewing relevant parties, gathering other evidence, reaching findings of fact and producing investigation reports, as well as presenting the report to senior University decision-makers for scrutiny, including in the presence of the respondent student and reporting party.
- Responsible for facilitating 'no contact' agreements where reports are received through the Informal Procedure for Student Misconduct. This process will include meeting separately with each student receiving views on actions that may be agreeable to both parties and producing a brief report summarising your findings.
- You will be responsible for maintaining up-to-date files and records of your cases, ensuring those involved receive timely updates.
- Respond appropriately to any safeguarding concerns that may arise, following the University Safeguarding Policy and Procedures.
- Advise students on their right to report matters to the police and confidentiality issues, including the circumstances in which information may be shared with third parties.
- Escalate cases for input/support where severity/risk dictates more senior intervention or oversight is required, or where measures are required to protect an individual during an investigation.

Advice:

- Provide expert advice to staff supporting students through the investigatory processes of the formal student procedures, which are managed by OSCCA.

Policy:

- Work collaboratively with members of the Office of Student Conduct, Complaints and Appeals (OSCCA) and stakeholders to review relevant policies and procedures to ensure they are fit for purpose and reflect best practice within the sector.

Teamwork:

- Participate constructively in team and divisional meetings, case reviews and other essential meetings, including supervision and line-manager 1:1s.

Development:

- Attend training and development to aid you in your role;
- Engage in the cycle of continuous improvement for policies, processes and working practices.

Person Specification

Criteria	Essential	Desirable
Experience		
Proven experience of conducting sensitive and complex investigations, including investigations of alleged conduct that could constitute an alleged criminal offence or serious sexual misconduct	✓	
Experience of presenting reports to senior decision-makers	✓	
Experience of conducting risk assessments, including assessments of vulnerable people		✓
Experience of working with higher education students		✓
Experience of restorative practice		✓
Specialist knowledge and skills		
Excellent attention to detail	✓	
Demonstrate specialist knowledge of the complexities of sexual violence, including the impact on those who have experienced sexual misconduct and the impact of being accused of sexual misconduct	✓	
Ability to write detailed, accurate and succinct investigation reports	✓	
Ability to build positive, professional relationships with others	✓	
Demonstrate understanding of relevant legislation including matters related to the criminal justice process, confidentiality, data sharing and discrimination	✓	
Education		
Degree level qualification/level 6 vocational qualification or equivalent experience	✓	
Qualification in undertaking investigations	✓	
Qualification in restorative practice or mediation		✓
Additional requirements		
Very occasional weekend, Bank Holiday and evening work may be required during the main examination period and to provide information to students at events that take place outside office hours		✓

Education Services



Based at the purpose-built Student Services Centre which opened in April 2019, Education Services sits within the Academic Division of the University's Unified Administrative Service (UAS). Education Services comprises the following teams:

- Student Support (Including Accessibility & Disability Resource Centre, University Counselling Service, Mental Health Advice Service and the Harassment and Violence Support Service)
- Admissions & Participation (Including Cambridge Admissions Office and Postgraduate Admissions Office).
- Cambridge Centre for Teaching and Learning

- Education Quality and Policy Office
- Student Administration (Including Student Registry, International Student Office, Office for Student Conduct, Complaints & Appeals)

These Departments are supported by the SSC Support Team which delivers a shared service in the following areas:

- Financial Administration
- Human Resources support, including recruitment administration
- Reception and Facilities Management and Health and Safety.

Terms of Appointment

Tenure and probation

Permanent full-time role

Appointment will be made on a permanent basis.

Maternity cover role

This post is fixed-term for 12 months or the return of the post-holder, whichever is the earlier.

Both roles are available from 1 August 2025.

Appointments will be subject to satisfactory completion of a 9 month probationary period.

Hours of Work and Working Pattern

The hours of work for the positions, working Monday – Friday, are 37 hours per week for the full time and 29.6 hours per week for the maternity cover.

There is flexibility around working days and hours, but it must include Wednesdays.

Hybrid working is typical within the office. However, it is expected that team members work from the office on Wednesdays and other days as the role requires. Otherwise, role-holders can work in the office or from home as preferred (though some additional office working is preferred during induction to help with the transition).

Investigators will be required to work some Saturdays and Bank Holidays on a rota basis during the examination period.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a hybrid pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk/

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

Equality and Diversity

We particularly encourage candidates from a Black, Asian and Minority Ethnic background to apply for these vacancies as there is under-representation within OSCCA and the University.

The University offers support and networking opportunities for a number of under-represented staff groups, including the Race Equality Network.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References

Offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks

This role requires a Disclosure and Barring Service (DBS) Check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this check; whether an outcome is satisfactory will be determined by the University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided in the application form. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact SSCJobs@admin.cam.ac.uk.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Professor Bhaskar Vira, Pro-Vice-Chancellor for Education

Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



Professor Okeoghene Odudu, Professor of Competition Law

CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

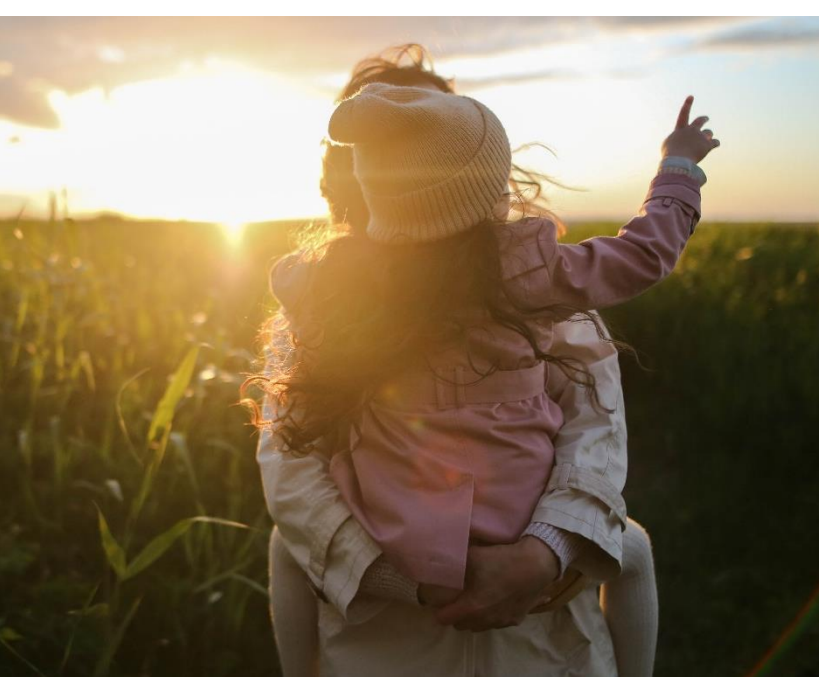
The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking "Apply online" in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at Interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Lizzie Holtham (eph34@admin.cam.ac.uk).

If you have any queries regarding the application process, please contact Student Services Jobs (SSCjobs@admin.cam.ac.uk).

The closing date for applications is: Sunday, 8th June 2025

The interview date for the roles is: Wednesday, 18th June 2025



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CAMBRIDGE