

## JOB DESCRIPTION

POST TITLE	:	Student Experience Lead
SALARY	:	Up to £45,157
RESPONSIBLE TO	:	Head of Student Experience
CLOSING DATE	:	5.00pm, Wednesday 30 April 2025
INTERVIEW DATE	:	Thursday 8 May 2025

### **Main Purpose of the Post**

To lead the effective implementation of the cross-College delivery of an engaging, innovative and impactful Personal and Professional Development (PPD) and Enrichment programme for all learners in line with the high expectations of the College. Support the success and achievement of all learners through the translation of the College's strategic direction/requirements for Personal and Professional Development, Enrichment and its Promoting Positive Behaviours ethos into highly effective operational activity, resulting in a high quality offer and engagement for all learners.

### **Main Responsibilities**

- 1 To ensure an outstanding Student Experience for all learners at the College.
- 2 To design, implement and measure the impact of engaging and innovative Personal and Professional Development and Enrichment activities for all learners, that embed the College Core Values and Promoting Positive Behaviours ethos, which extends beyond the curriculum, providing learners the opportunity to develop and discover their skills, interests and talents
- 3 To design, implement and measure the impact of engaging and innovative activities that promote outstanding behaviours, attitudes and personal development for all learners. To ensure this activity supports and extends beyond the curriculum offer, to raise the aspirations of all our learners and which enables them to meet their full potential, and develop the knowledge, skills and behaviours needed to support them in their ambitious next steps
- 4 Co-create with curriculum and learners a rigorous calendar of cross-College Personal and Professional Development and Enrichment activity.
- 5 Develop systems to book and track Student Experience activity.
- 6 Regularly review, monitor and report on Personal and Professional Development and enrichment provision, against rigorous KPIs including the quality, engagement and impact of the offer

- 7 Ensure that Learner Voice is at the heart of shaping and evaluating learner experience. Lead on Learner Voice activities including innovator groups/ ambassadors, empowering and recruiting learners across all brands and levels at both a divisional and cross-College level.
- 8 Proactively and regularly engage in Learner Voice/Promoting Positive Behaviours Learning Walks.
- 9 To work with the Assistant Principal for Sixth Form to ensure that a culture of positive behaviour is promoted and embedded rigorously throughout the College, ensuring swift and supportive intervention where relevant in line with the Promoting Positive Behaviours Learner Standards.
- 10 To build effective working relationships across the college and curriculum to support success and progression opportunities.
- 11 To produce analysis information and reports as required regarding the performance of Student Experience provision in the College.
- 12 Be proactive in putting forward suggested actions to achieve the College's targets.
- 13 To assure full compliance with key policies, notably Single Equality; Health and Safety and Safeguarding.
- 14 To carry out such other duties as the Principal may reasonably require.

## PERSON SPECIFICATION

**POST:** Student Experience Lead

		Essential (E) Desirable (D)	To be identified by:
<b><u>QUALIFICATIONS</u></b>			
1	Degree or equivalent	E	Application form
2	Recognised, full teaching qualification	D	Application form
3	Recognised IAG qualification or willing to work towards if successful	D	Application form
4	Evidence of on-going professional development	E	Application form
5	Higher Degree	D	Application form
6	Management Training	D	Application form
<b><u>SKILLS/KNOWLEDGE</u></b>			
1	Knowledge and experience of an outstanding Personal and Professional Development and Enrichment offer for students	E	Application form/Interview
2	Experience of leading personal development and/or enrichment education in an FE setting	E	Application form/Interview
3	Proven ability to lead, manage and motivate staff to achieve the highest level of quality and performance	E	Application form/Interview
4	A knowledge of management systems and programmes	E	Application form/Interview
5	High level of confidence and interpersonal skills to support the building and maintaining of key strategic relationships	E	Application form/Interview
6	Strong communication and motivational skills	E	Application form/Interview
7	Ability to relate to individual members of staff in a collegial way	E	Application form/Interview
8	Empathy with students and commitment to our legal obligations and general well-being, in line with the ethos the College	E	Application form/Interview

9	A clear understanding of the role of Further and Higher Education provision in today's society and the ever changing landscape of this curriculum	E	Application form/Interview
10	Ability and vision to lead the development of the Student Experience offer	E	Application form/interview
11	Able to work to deadlines and under pressure, with a tenacity to complete tasks on time and to a high standard and have the resilience to cope with stretching targets	E	Application form/interview
12	A thorough knowledge of Further Education quality assurance processes and procedures	D	Application form/interview
13	Detailed understanding of FE funding mechanisms and requirements	D	Application form/interview

## **EXPERIENCE**

1	Substantial and proven experience of successful responsibility at a managerial level	D	Application form/Interview
2	An excellent track record in learning, teaching and leadership	D	Application form/Interview
3	Evidence of financial and budgetary experience at a managerial level	D	Application form/Interview
4	Evidence of the ability to develop a strong network of relationships at senior level	E	Application form/Interview
5	Experience of meeting audit/inspection requirements and responding effectively to recommendations	D	Application form/interview
6	Evidence and commitment to excellence in quality assurance and customer satisfaction	E	Application form/interview

## **PERSONAL**

1	A high level of personal commitment to the students and clients of Burnley College	E	Interview
2	A full acceptance of responsibility and personal accountability	E	Interview
3	A demonstrable commitment to continuous self-development	E	Interview

4	Effective staff leadership based on the principles of respect and participation	E	Interview
5	Respect for the essential role of the Governing Board and commitment to supporting the Board	E	Interview
6	Business acumen	E	Interview
7	Commitment to achieving and sustaining the highest standards in the College's education programmes and in all other operations	E	Interview
8	Excellent communication skills	E	Interview
9	Personal qualities of <ul style="list-style-type: none"> <li>- determination</li> <li>- flexibility</li> <li>- enthusiasm</li> <li>- innovation</li> <li>- drive</li> <li>- frankness</li> <li>- appropriate tact</li> <li>- ability to work under pressure</li> </ul>	E	Interview
10	A commitment to the principles and practice of equal opportunities	E	Interview
11	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form/ Interview/DBS/ References
12	Regular and Reliable Service* (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)	E	References/ Occupational Health Assessment

*\*Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*