

JOB DESCRIPTION

POST TITLE	:	Student Support / Customer Experience Officer
SALARY	:	Up to £27,128
RESPONSIBLE TO	:	Head of Central Services
CLOSING DATE	:	5.00pm, Wednesday 8 April 2026
INTERVIEW DATE	:	Friday 17 April 2026

Main Purpose of the Post

To provide an information, guidance, administration assistance and support service to current and prospective students, employers, staff and members of the public. Also undertake specific duties in fulfilment of the aims and activities of central and student services.

Responsibilities

- 1 Provide administrative support to Divisions and Support areas across College.
- 2 Process accurate data relating to each students application, on programme and examination requirements ensuring audit compliance is maintained.
- 3 Engage with systems and processes in order to offer creative solutions to operational challenges.
- 4 Ensure compliance in line with the regulatory bodies the College works with.
- 5 Willingness to be innovative in the delivery of an outstanding support service.
- 6 Demonstrate critical thinking to ensure processes are completed with maximum efficiency.
- 7 To deliver an excellent information, advice, guidance and support services to all students and potential students, through one to one, group and digital/social media activity.
- 8 To co-ordinate/undertake invigilation duties as required.
- 9 Central Admissions – co-ordination/operation of enrolment duties for students applying to join the College.
- 10 To provide a first class level of customer service with all internal and external stakeholders.
- 11 Assist with the arrangement of Divisional and Cross College events. Organise and attend Divisional events, such as Awards evenings, Parents evenings and Interview evenings.
- 12 Attend team meetings and briefings and supports staff development events.



- 13 Complete various relief duties as required.
- 14 To assure full compliance within the Division and more broadly across the College with key policies, notably Single Equality, Health and Safety and Safeguarding.
- 15 To undertake invigilation duties from time to time.
- 14 To carry out such other duties as the Principal may reasonably require.

HOURS:

Core hours are between 8.30 – 5.00 pm every day and teams are expected to work flexibly in regards to their start and end times, subject to the needs of the learners and the wider team, and hours can fall outside of the core hours detailed above.

PERSON SPECIFICATION

POST: Admissions & Student Support Officer

DIVISION: Central Services

<u>QUALIFICATIONS</u>	Essential (E)/ Desirable (D)	To be identified by:
1 Good general education including 4 GCSE's or equivalent to at least Grade C including English	E	Application form
2 Good general education including a qualification to at least NVQ level 3 or equivalent	E	Application form
3 Possess or willing to work towards a Level 4 Advice & Guidance	E	Application form
4 Foundation Degree or equivalent	D	Application form
<u>KNOWLEDGE/SKILLS</u>		
1 High level of skills with MS Office Applications	E	Application form/ Interview
2 Confident in the use of bespoke software	E	Application form/ Interview
3 Excellent written and oral communication skills	E	Application form/ Interview
4 Excellent organisation and planning skills	E	Application form/ Interview
5 Ability to present statistical data	E	Application form/ Interview
6 Awareness of Safeguarding Legislation	D	Application form/ Interview
<u>EXPERIENCE</u>		
1 Experience of working with effective management systems and administrative procedures	E	Application form/ Interview

- | | | | |
|---|---|---|------------------|
| 2 | Experienced office practitioner who can prioritise work to deadlines, using their initiative and having a positive attitude | E | Application form |
|---|---|---|------------------|

PERSONAL

- | | | | |
|---|--|---|--------------------------------|
| 1 | Commitment to the delivery of excellent support and customer service to internal and external stakeholders | E | Interview |
| 2 | Innovative and flexible mind set with a willingness to challenge current processes and procedures | E | Interview |
| 3 | Good team working skills and commitment to team working | E | Application form/
Interview |
| 4 | A commitment to ongoing professional development | E | Application form/
Interview |
| 5 | Enthusiasm for the role of further education in building and changing lives | E | Application form/
Interview |

STANDARD COLLEGE REQUIREMENTS

- | | | | |
|---|---|---|---|
| 1 | Commitment to College’s Single Equality and Health & Safety Policies | E | Interview |
| 2 | The College is committed to safeguarding and expects all staff to share that commitment | E | Application form/
Interview/DBS/
References |
| 3 | 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.*