

JOB DESCRIPTION

POST TITLE	:	Student Experience & Learner Voice Officer
SALARY	:	Up to £25,375
RESPONSIBLE TO	:	Head of Student Experience
CLOSING DATE	:	4.30pm, Friday 26 June 2026
INTERVIEW DATE	:	Tuesday 7 July 2026

Main Purpose of the Post

To enhance the overall student experience by leading and coordinating learner voice, enrichment, and personal development opportunities across the College, ensuring students are actively engaged in shaping their educational journey.

Responsibilities

1. To develop, coordinate and promote an effective learner voice strategy across the College.
2. To organise and facilitate student focus groups, surveys and representative systems.
3. To support and train Student Representatives to gather and communicate learner feedback effectively.
4. To analyse and report on learner voice feedback, ensuring outcomes inform quality improvement activity.
5. To coordinate and facilitate a diverse and inclusive enrichment programme aligned to student interests that maximises student participation and engagement.
6. Deliver an annual calendar of student participation events and activities, to align with local and national events, which embed positive wellbeing, promotion of equality, and celebration of diversity, into the student experience
7. To support the development and delivery of student-led clubs, societies and initiatives.
8. To coordinate and oversee the Duke of Edinburgh's Award programme, supporting students through all stages.
9. To maintain accurate records of student participation, progress and impact across enrichment and DofE activities.

10. To work collaboratively with curriculum and support teams to embed learner voice and enrichment opportunities.
11. To collect and collate management information on student engagement, participation and satisfaction.
12. To lead on the maintenance and upkeep of the learner portal, including MyBC.
13. To work in a supportive and enabling role with individual and groups students at the College
14. To ensure a positive, inclusive and friendly community spirit among students by helping to create a healthy safe and welcoming atmosphere
15. To ensure full compliance with College policies including Equality, Health and Safety and Safeguarding.
16. Carry out other duties as reasonably required by the Principal.

HOURS:

Core hours are between 8.30 – 4.30 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.

The post holder may be required to carry out evening and/or weekend work to support enrichment activities, events and programmes.

PERSON SPECIFICATION

POST: Student Experience and Learner Voice Officer

DIVISION: Student Experience

	Essential(E) Desirable(D)	To be identified by:
<u>QUALIFICATIONS</u>		
1. Good general education including 5 GCSEs or equivalent, including English and Maths at Grade C/4.	E	Application Form
2. Educated to Level 3 or above	E	Application Form
3. Qualification in youth work or related area	D	Application Form

KNOWLEDGE/SKILLS

1. Ability to communicate effectively with a wide range of students and staff	E
2. Ability to engage, motivate and inspire young people	E
3. Ability to organise, plan and deliver events and activities	E
4. Strong organisational and time management skills	E
5. Ability to analyse feedback and produce clear reports	D
6. IT skills including Microsoft Office applications	E
7. Ability to work on own initiative and as part of a team	E
8. Knowledge of learner voice methodologies and student engagement approaches	D

EXPERIENCE

1. Experience of working with young people or in an educational setting	E
2. Experience of organising events, activities or programmes	E
3. Experience of gathering and using feedback to improve services	D

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| 4. | Experience of enrichment or extracurricular provision | D |
| 5. | Experience of Duke of Edinburgh Award or similar programmes | D |
| 6. | Experience of providing customer-facing support | E |

PERSONAL

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|----|---|---|
| 1. | Commitment to the delivery of excellent support to students | E |
| 2. | Excellent communication and interpersonal skills | E |
| 3. | Strong teamworking skills | E |
| 4. | Commitment to ongoing professional development | E |
| 5. | Willingness to work occasional evenings and weekends | E |

STANDARD COLLEGE REQUIREMENTS

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|---|--|---|---|
| 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.*