



JOB DESCRIPTION

Post: Student Experience Officer

Responsible To: Student Experience Team Leader

Summary of Post:

To assist the team leader in providing an enriching student experience of the highest possible quality that:

- Broadens the learners' experience and enhances personal development.
 - Fosters attitudes and skills to maintain life-long learning.
 - Ensures that the highest quality and efficiency are maintained at all times.
 - Broadens participation in activities
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Specific Duties:

1. To support and assist the team leader and to take responsibility with others to achieve an enrichment program and a Students' Union of the highest possible quality that:
 - broadens the learner's experience and enhances personal development
 - fosters attitudes and skills to maintain life-long learning
 - encourages students to play a part in the decision-making processes of the College
 - Be confident in delivering sessions to student groups around Students' Union services, enrichment themes and wellbeing enrichment
2. To support and assist the team leader to ensure that the service delivers support of a high quality to students in that:

- current and future activities and trips are effectively planned and organised
 - all activities are widely promoted to students using a variety of channels including websites & social media
 - students are continuously consulted
 - the Students' Union maintains its leading national reputation
 - elected officers are able to fulfil their objectives and potential
 - health and safety risk assessments are carried out for all activities
 - resources are employed to meet value for money
3. To organise and develop cross-college and inter-mural enrichment activities including sport and other physical activity.
 4. Lead on the administration, coordination and stewarding of extra-curricular trips and the development & production of written reports as required.
 5. Liaising with teaching and support staff to provide 'whole week' activities based on wellbeing themes, equality and diversity and Students' Union campaigns.
 6. To participate in the induction process of both students and staff. This includes providing information and support to new students and staff in the team, as well as the wider college.
 7. To lead on the organisation and communication with class representatives to ensure feedback is taken from all student groups.
 - Liaise with curriculum staff to appoint class reps within their groups
 - Organise and attend class rep meetings
 - Develop class rep incentive schemes to boost engagement
 8. To participate in personal professional development activities.
 9. To maintain confidentiality at all times.
 10. To communicate with internal, local and national agencies under the direction of the team leader, including the National Union of Students, local councils and the NHS etc.



11. To support the organisation of focus groups and implementation of satisfaction questionnaires to gain feedback on the quality of the service from the students' point of view and act on them.
12. To seek regular feedback and work in partnership with curriculum and support managers on further and future developments and seek feedback on the level of quality of the service that is provided by the team.
13. To be an advocate for students.
14. To work in a positive and flexible manner in meeting the students' and the College's needs. This also means that evening and weekend work may be necessary.
15. To participate in the College's review and Appraisal system
16. To ensure a safe working environment in accordance with health and safety legislation and College procedures
17. Such other duties as may be required from time to time by the College, which are within the level and responsibility appropriate to the grade of the post.

The successful candidate will be required to travel when undertaking this job role

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.



7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

| | EMPLOYEE SPECIFICATION | Application | Interview | Shortlisting Weighting |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------|-----------|------------------------|
| Skills | | | | |
| 1. | Confident approach in dealing with challenging situations and able to resolve personal conflicts positively | ✓ | ✓ | 6 |
| 2. | A commitment to Equality and Diversity, Youth Social Action and Safeguarding | ✓ | ✓ | 6 |
| 3. | A commitment to personal professional development | ✓ | ✓ | 4 |
| 4. | A commitment to Health and Safety | ✓ | ✓ | 6 |
| 5. | Excellent communication skills. | ✓ | ✓ | 6 |
| 6. | The ability to assist in the provision of reports to a wide range of internal and external stakeholders at all levels and roles. | ✓ | ✓ | 4 |
| 7. | Excellent attention to detail | ✓ | ✓ | 6 |
| 8. | Able to maintain confidentiality | ✓ | ✓ | 6 |
| 9. | Flexible attitude to work reflecting College and customer requirements | ✓ | ✓ | 6 |
| 10. | A high level of personal drive and the ability to meet challenges in a positive way | ✓ | ✓ | 6 |
| 11. | Knowledge of Students' Union Operations and legislation | ✓ | ✓ | 4 |
| 12. | Knowledge of Coordination of Learner Voice | ✓ | ✓ | 4 |
| 13. | Understanding of Web and Social Networking | ✓ | ✓ | 6 |
| 14. | Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos | ✓ | ✓ | 6 |
| Experience | | | | |
| 1. | Experience of designing, developing and implementing initiatives and projects involving young people. | ✓ | ✓ | 4 |
| 2. | A track record of positive team working | ✓ | ✓ | 4 |
| 3. | Experience of Working with young people | ✓ | ✓ | 4 |

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| 4. | Marketing Experience | ✓ | ✓ | 4 |
| 5. | Successful running of sports activities or coaching | ✓ | ✓ | 4 |
| Education | | | | |
| 1. | Maths Level 2 (e.g. equivalent to GCSE grade C/4 or above) | ✓ | | 4 |
| 2. | English Level 2 (e.g. equivalent to GCSE grade C/4 or above) | ✓ | | 4 |
| 3. | Level 2 qualification in IT | ✓ | | 2 |
| 4. | Level 3 qualification in a related field, such as youth and community work, health and social care or training | ✓ | | 4 |

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.



Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.