

JOB DESCRIPTION

POST TITLE:	Student Experience Advisor
GRADE:	Harmonised Salary Scale Point 16 – 22 pro rata
RESPONSIBLE TO:	Student & Apprentice Service Manager
RESPONSIBLE FOR:	To deliver outstanding customer service and student & apprentices services to all stakeholders.
DEPARTMENT:	Student & Apprentice Services
WORK ARRANGEMENTS:	30 or 37 hours per week/52 weeks per year

Purpose of the post

1. Deliver outstanding customer service to students, parents, staff, employers and other stakeholders.
2. Deliver outstanding student and apprentice services, including providing effective information, advice and guidance on course enquiries, applications and student bursary.
3. Work closely with a variety of stakeholders to effectively co-ordinate all aspects of the admissions and bursary functions and processes.

Duties and Responsibilities

1. Deliver effective information, advice and guidance to new and existing students and apprentices on course information, entry requirements and progression routes.
2. Provide initial information, advice and guidance on course fees and funding.
3. Work alongside Curriculum Managers and other key stakeholders to oversee the effective management and co-ordination of all aspects of the admissions process.
This includes:
 - a. Process and manage all course enquiries and applications.
 - b. Arrange and co-ordinate interviews for courses and apprenticeships.
 - c. Work closely with course tutors to ensure interview records are completed and maintained in line with requirements.
 - d. Follow up with applicants who have not attend their interview or other activities re-engage them to meet recruitment and retention performance indicators.
4. Effectively administer the College's student support fund. This includes:
 - a. Processing student support fund applications.

- b. Provide IAG on the eligibility criteria for the student support fund.
 - c. Ensuring all electronic and paper-based records are maintained and kept up to date.
 - d. Maintain clear, concise, and effective communications both verbally and in writing.
 - e. Carry out regular monitoring and attendance checks to ensure the effective delivery of the student support fund.
5. Support apprenticeship recruitment and progress learner applications and enrolments so that they are ready to be handed over to the delivery teams for induction and enrolment. This includes working with employers to ensure key documentation associated with enrolment is processed and signed.
6. Provide an interface between business development staff and other cross college departments, ensuring communication, reporting and data management is highly effective.
7. Carry out continual quality checks and reporting to support the area in continual improvement.
8. Analyse data and reports to ensure the effective administration of all applications to the College and ensure effective use of the student support fund.
9. Provide effective customer services to all stakeholders, dealing with enquiries both face to face, by telephone and e-mail in line with service level agreements. This includes working on the main College reception and student services reception on a rota basis.
10. Provide regular updates and reports on enquiries, applications and student support fund data.
11. Refer new and existing students and apprentices for appropriate Careers, Information, Advice and Guidance and apprenticeship advice where appropriate.
12. Work within a multi-functional team, working flexibly to meet individual customer needs.
13. Attend and support all internal and external events promoting the College as the outstanding provider of choice.
14. Maintain a range of administrative systems and records relating to College students, Apprentices and employers.
15. Respond to all internal and external requests for information from students, staff, parents, employers and other stakeholders in a timely manner.

GENERAL

1. Work effectively as a team, listen, consult and work in partnership to shape the future success for our Group community.
2. Take an active role in the health, safety and welfare of students/apprentices and staff, ensuring attendance at all mandatory training and adhering to all policies and procedures.
3. Take responsibility for one's own professional development and continually update, as necessary, participating in appropriate staff development activities, as required, including the Professional Development Review.
4. Act as an ambassador for the Group, being positive and professional at all times.
5. Comply with all legislative and regulatory requirements.
6. Apply the Group's Safeguarding Policy and practices and attend all training as requested.
7. Comply with the Group's Equality, Diversity and Inclusion Policy, promoting an inclusive environment where every individual is treated with kindness and respect.
8. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
9. Take responsibility for keeping personal data safe, ensuring compliance with the data protection policy and procedures and attending all mandatory training.

Person Specification

Post:	Student Experience Advisor	Department:	Student & Apprentice Services
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Level 3 qualification in business administration or customer service or equivalent experience	D	A
English and Mathematics at Level 2	E	A
Experience:		
Experience of providing high quality customer focussed services within an educational or training setting	E	A/I
Experience of one or more of the services being managed: course enquiries, applications and / or student bursary	D	A/I
Experience of dealing with customer feedback with a proven track record of providing effective solutions	E	A/I
Experience of completing administrative tasks and following processes and procedures	E	A/I
Experience of using a variety of IT applications including Microsoft Office packages.	E	A/I
Experience of working with varied teams that have differing requirements and needs	E	A/I
Skills/Knowledge:		
Strong organisational and planning skills	E	A/I
Ability to meet tight deadlines and work under pressure	E	A/I
Experience of collating and presenting data, making recommendations where necessary	E	A/I
Excellent customer service skills	E	A/I
Ability to seek advice and referrals to meet student needs as required	E	A/I

Flexibility and a willingness to work in a multi-functional environment	E	A/I
Knowledge of FE, funding and challenges facing the sector	D	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I

E = Essential
D = Desirable
A = Application
I = Interview T = Test

Produced by:	Sam Singh-Eyley	Date Produced:	December 2025
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