

Job Description

Job Title	Student Experience Manager	Grade	Salary: £37,500-£40,000 (fte)
Department	College Operations	Location	Godmersham, Kent & hybrid
Job Purpose			
Oversee, develop and manage the delivery of high quality, inclusive and accessible student support and co-curricular opportunities for our students, both online and when on campus. The core focus is on: 1. Developing and delivering high-quality frontline support to students, online and in person, including students who have identified markers of need and/or disadvantage. 2. Ensuring that students are aware of and have access to the range of welfare services, wellbeing initiatives, and community-building activities available to them. 3. Developing effective channels for capturing the student voice and championing opportunities for co-creation, enrichment, and extracurricular involvement. 4. Collaborating with programme leads to develop and implement a co-curricular programme of enrichment to enhance the overall student experience. All our students combine work and study. Our large group of apprentices come under the Ofsted framework as applied to an Independent Training Provider. Note this role requires a full DBS check.			
Core Accountabilities			
• Lead the design, implementation, evaluation, and continual improvement of a co-curricular programme of enrichment that supports an outstanding student experience across all our blended programmes. • Lead and manage the development, delivery and review of inclusive processes, online and in person, which support all students to succeed, including coordinating extenuating circumstances processes, learning support plans, liaising with external partners, and other associated areas. • Lead and manage student support, ensuring our students receive professional guidance and signposting on a range of personal, pastoral, and welfare-related matters, including supporting students with identified needs. • Increase the visibility and accessibility of welfare and wellbeing support, while fostering a strong sense of community and belonging among students online and when in College. • Support our students with identified specific needs to feel like they belong and reach their potential.			

- Support and champion the student voice through engaging with our students in a variety of channels
- Work closely with colleagues to ensure timely and appropriate interventions and monitor the impact of these interventions.
- Analyse and evaluate a range of student feedback and engagement data, including student surveys, module evaluations, focus groups, student voice, student progression and student outcomes.
- Provide high-quality insights and recommendations to College leadership to guide decision-making and strategic planning.
- Promote and facilitate access to co-curricular activities that build community and enhance learning.
- Work collaboratively and proactively with colleagues to ensure a cohesive and student-centred approach.

Reporting to the Apprenticeships Manager, the post holder is a key point of contact for students, offering tailored support to enhance their academic and personal development. The post holder will provide direction to the Operations and Education Teams on matters of student well-being and inclusion.

Experience, Knowledge and Skills

Essential

- Educated to degree level/equivalent qualification to level 6 or have equivalent experience.
- Experience of working effectively with students and administration within Further/Higher Education to support student engagement, retention and support.
- Experience of managing/coordinating good practice in student well-being in a blended learning environment, including supporting students with disabilities and/or identified disadvantage.
- Experience of working with and supporting apprentices.
- Experience of process and policy design and/or implementation which led to measurable improvement in supporting students.
- A commitment to improving student experience and promoting inclusivity, well-being and academic success.
- Good analytical skills and ability to communicate data insights clearly.
- Strong interpersonal skills, with an ability to build relationships and communicate clearly across different groups.

- Ability to work with tact and confidentiality when dealing with sensitive/ confidential issues.
- Ability to respond to students in an empathetic and professional manner.
- A proactive, collaborative approach and the ability to drive continual improvement.
- Excellent organisational skills.
- A high level of IT literacy.
- Ability to work independently, using own initiative, to organise and prioritise varying demands.

Desirable

- Experience of working within the Ofsted regulatory framework for apprenticeships.
- CPD in supporting students with disabilities and/or disadvantage.

Travel Required:

This will be a hybrid role based in Godmersham. Work is undertaken from College and from home, with some occasional travel to Birmingham, and to elsewhere in the UK, for example, to attend sector and employer/student events.

ABDO College is based in Godmersham near Canterbury in Kent, where it shares a number of services with ABDO. ABDO has an Education and Training Centre in Birmingham.