



JOB DESCRIPTION

Job Title	Student Success Officer
Reporting to	Programme Coordinator
Grade	Operational Excellence
Unit	Campus
Location	Oxford, Nottingham, London and Slough

About Oxford Business College

Since 1985, Oxford Business College (OBC) has spearheaded transformative education, carving a unique path for overlooked individuals, especially mature students facing barriers in traditional education. Operating seven days a week for our students, OBC's pioneering approach adapts to the diverse lifestyles and commitments of non-traditional learners. Across campuses in West London, Oxford, and Nottingham, OBC's ultra-flexible scheduling ensures inclusivity, reinforced by a robust digital infrastructure. Actively fostering a sense of belonging for students from all backgrounds, we provide comprehensive support services. Emphasising practical skills for employability through industry placements, OBC stands as a dynamic catalyst for change, reshaping higher education with an unwavering commitment to accessibility, flexibility, and inclusivity. With over 7500 students and 300 colleagues, join OBC in shaping the future of education and unlocking opportunities for a diverse range of students.

The role

The role of the student support officer is integral to both the operational and strategic framework of the college. This position demands a dynamic individual capable of providing comprehensive academic support across various programmes. The successful candidate will assist programme coordinator(s) and leaders in aligning programme delivery with the college's strategic direction, core values, and policies, whilst also meeting the expectations of external regulatory bodies such as the Office for Students (OfS). The officer will be responsible for facilitating seamless support to students throughout the academic year, engaging actively in their academic journey. This includes responding promptly to emails, participating in direct engagements, and providing support across all facets of their educational programmes. A critical aspect of the role involves collaborating with academic staff and other departments to enhance learning and teaching activities, establishing effective working practices, and optimising cross-departmental processes. The role encompasses administrative responsibilities such as maintaining accurate student records, monitoring daily attendance, and academic engagement, and ensuring that these details are correctly reported in the college's database. The officer will also manage data entry and maintain the database systems to track student progress and compliance effectively. Liaison with both internal and external stakeholders is a key duty, aimed at supporting student academic progress and ensuring that academic standards and institutional regulations are met. The role requires the ability to prepare and distribute detailed academic reports and transcripts, address student complaints professionally, and contribute to the development of information systems within the college. Student support officers shall play a pivotal role in fostering an inclusive learning environment, advising students on academic and career progression, and participating in professional development activities to stay abreast of the latest educational trends and standards. This position not only demands a high level of organisational and administrative expertise but also requires a proactive approach to uphold the ethical standards and practices within the academic community.

The ideal candidate should be available during busy periods and weekends as needed, particularly during intake times. Please note that annual leave is generally not permitted during these periods. Some restrictions on annual leave also exist during other peak times, e.g., January/February, April/May, and September/October.

Key Responsibilities

1. Assist the programme coordinator(s) and programme leader(s) in providing academic leadership for the programme(s), adhering to the strategic direction, core values, strategic priorities, policies, and regulations set by the college, as well as the requirements of external bodies such as Office for Students (OfS), affiliated universities, and discipline-specific organisations.
2. Ensure seamless academic support to students throughout the academic year, which includes responding to emails, engaging with students, and acting as support on all aspects of their programme(s).
3. Collaborate with academic staff and other departments to support learning and teaching activities, establishing optimal working practices and cross-departmental processes as needed.
4. Assist in recording daily attendance and academic engagement for all students.
5. Collaborate with tutors to ensure accurate attendance reporting on the college's database.
6. Facilitate communication with students regarding their attendance and academic obligations.
7. Organise and manage administrative support for academic programme(s).
8. Maintain and update student records, including attendance, achievements, and submissions.
9. Provide timely responses to student enquiries and feedback regarding academic matters.
10. Monitor student engagement and provide reports to academic staff and programme coordinator(s).
11. Liaise with internal and external stakeholders to support student academic progress.
12. Prepare and distribute academic reports and transcripts to relevant parties.
13. Coordinate with academics and colleagues on assignment guidelines and submissions.
14. Support administrative tasks to enhance student retention, progression, completion, and engagement.
15. Manage data entry and database systems to track student progress and compliance.
16. Support the planning and execution of academic meetings and training sessions.
17. Contribute to the development and improvement of information systems within the college.
18. Address student complaints and issues in a professional and timely manner.
19. Execute receptionist responsibilities and welcome visitors with professionalism (as required).
20. Engage in ongoing professional development to enhance service delivery.
21. Facilitate staff communication by attending meetings and accurately recording minutes.
22. Ensure compliance with academic standards and institutional regulations.
23. Participate in academic forums and seminars to stay informed about the latest trends and developments in higher education and integrate these insights into programme enhancements.
24. Engage in professional development opportunities to enhance personal knowledge and skills relevant to the management and delivery of academic programme(s).
25. Advise students on academic and career progression to ensure alignment with their goals and programme objectives.
26. Oversee student engagement and liaise with academics to ensure compliance with educational standards.
27. Implement strategies to foster an inclusive learning environment that accommodates diverse student needs.
28. Promote and uphold the ethical standards and practices within the academic community.

PERSON SPECIFICATIONS

TRAINING AND EDUCATIONS

Essential

- An undergraduate degree in a relevant field, or equivalent experience.
- Evidence of further subject-based professional development.

Desirable

- A postgraduate degree in a relevant field, or equivalent experience.
- A relevant teaching assistant qualification.

EXPERIENCE

Essential

- Experience in higher education administration, with a proven track record of supporting academic programme(s).
- Understanding of B3 statistics and National Student Survey (NSS) results for a Higher Education Institution (HEI).
- Understanding of the Higher Education landscape in the UK, including knowledge of relevant policies, regulations, and compliance standards.

Desirable

- Hands-on experience with emerging technical and digital innovations (e.g. AI).

SKILLS AND KNOWLEDGE

Essential

- Ability to develop and implement strategic plans that align with the college's overall mission, vision, and values.
- Good problem-solving and analytical skills to identify and resolve complex issues related to academic programme(s), teaching and learning, and student development.
- Good verbal and written communication skills, including the ability to present complex information clearly and effectively.
- Good customer service skills.

BEHAVOURAL SKILLS

Essential

- Commitment to a student-centred approach to education, emphasising holistic student development and personalised learning support.
- Excellent motivational qualities to effectively engage and enthuse students.
- Capacity to adapt to changing circumstances and priorities in a fast-paced academic environment.
- High ethical standards and a commitment to maintaining the integrity of academic records and processes.
- Resilience and adaptability to manage the demands of a busy and challenging role.
- A role model for the college's core values, which underpin our vision, mission, and strategy.