



Senior Student Support Officer

Department:

Student Services & Experience
Ref: SSE-094/P

Salary:

Salary in the range of £32,348 to
£37,473

*Closing date for applications:

12:00 noon on Thursday 13 April
2023

Interviews are expected to take
place week commencing 24 April
2023

An application form, job description and person specification can be viewed on our website: <https://www.bolton.ac.uk/staff-area/professional-services/about-hr/vacancies> or requested by email: jobs@bolton.ac.uk.

Applicants need to be aware that only a completed application form will be considered, unless it is specifically indicated in an advertisement that a CV will be accepted. Where appropriate, you should include a list of all publications when submitting your application. Please ensure you quote the position reference number on all applications submitted.

If an applicant is interested in more than one vacancy, a separate application must be submitted for each vacancy to ensure that the individual role requirements are addressed.

Candidates must be eligible to work in the UK, for more information please visit <https://www.gov.uk/check-uk-visa>. No agencies.

Are you interested in joining the number one University in Greater Manchester for student satisfaction? We are looking for an experienced manager who is enthusiastic, motivated and customer-focused for the role of Senior Student Support Officer. Reporting to the Student Services Team Leader this post holder will be part of the Directorate of Student Services and Experience management team.

The post holder will be responsible for the day-to-day management to the Student Advisors, Customer Service Assistants (Reception), Student Funding Advisor, Bursary and Scholarship Advisor and DBS/Hardship Administrators, including effective rota systems. Support the Student Services Team Leader in the management of staff absence and approval of annual leave where appropriate. Be proactive in transforming and enhancing the services provided both face to face and online. Implementing new initiatives and exciting opportunities to improve service engagement, delivery and the Student Experience.

The successful candidate will also act as a Senior Designated Safeguarding Champion (SDSC), for which training will be provided.

The Student Services department is a fast-paced and dynamic environment that has to respond to emerging trends quickly, whilst using data to plan for future service delivery. No two days are the same and the successful candidate will need to be highly organised, methodical and resilient. The successful candidate will bring innovation and creativity, with excellent leadership and motivation skills, honed through experience of leading teams to deliver change.