



JOB DESCRIPTION

Job Title	Student Support Manager
Department	Student Support Services
Line Manager	Head of Student Services
Location	Nottingham, Oxford, West London

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 & commitments of non-traditional learners. Across campuses in West London, Oxford, & Brentford, 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, & inclusivity. With over 7500 students & 300 colleagues, join OBC in shaping the future of education & unlocking opportunities for a diverse range of students.

The role

We are recruiting for a passionate student support manager. The post-holder will be the main point of contact for general welfare enquiries from students and staff and will take the lead on welfare and safeguarding aspects of Oxford Business College education provision including Prevent. This will require the post-holder to work with colleagues across Campus's to ensure students are fully supported, with any barriers to learning dealt with promptly and effectively. The post-holder will liaise with external agencies to ensure students receive the best possible support in order for them to achieve their maximum potential. The post-holder will also contribute to and co-ordinate specialist support where required.

Key Responsibilities

- Working closely with Programme Coordinators and the Executive Principal.
- To have comprehensive knowledge around welfare policies in Oxford Business College.
- To ensure that all policies for the welfare and protection of learners are understood by students and adhered to by all staff.
- To ensure that each student's health, disabilities or learning difficulties, cultural, religious and dietary needs are met and respected.
- To address any student or staff concerns, keep a log, report to the relevant persons involved and follow up with a record of the outcome.
- To ensure that students on enrolment and at induction are fully informed about the welfare support available to them at the College and that all their needs are met.

- To keep confidential records of any student disclosures about disability or special learning needs and to liaised with any care workers or medical experts as required.
- To inform the Executive Principle and/or Campus Dean's if any reasonable adjustments are required at the College in order to accommodate students with special needs during their learning, assessments or examinations.
- To refer students appropriately to the College Counsellor or any other approved third party expert that can provide them with any specialist support the may need.
- To help international students to adjust to life in Britain and to understand information concerning personal safety where applicable.
- Work on a one to one or group basis with students who are potentially vulnerable or experiencing difficulties in order to help them to resolve their problems and continue with their education
- Work within service boundaries including confidentiality and the General Data Protection Regulations.
- Take independent decisions on how to respond to queries, processes to direct to and who to refer queries to
- Actively lead on welfare information and advice to all students.
- Provide a high level of customer service to prospective/ current students and internal stakeholders.
- Maintain accurate records of all interventions and student information
- Implement new approaches or preventative measures to avoid reoccurrence of problems
- Manage incident reporting channels.
- Take a proactive approach to embedding wellbeing and mental health resilience into the student experience through providing workshops and resources that support students in developing a mindful approach to studying.
- Managing and developing student support officers.
- Managing and working closely with the Student counsellor to facilitate and coordinate interventions where required.
- Sitting on the Student Council to listen to and provide responses to student queries and concerns.
- Facilitate and coordinate wellbeing and welfare workshops.
- Work closely with to ensure all students are well informed on welfare and wellbeing issues.

PERSON SPECIFICATIONS

Desirable

- BA (Hons) Degree in a relevant subject
- Experience of working in a similar role
- Training in information advice and guidance (IAG)
- Relevant Welfare, Counselling or IAG training preferable.

Essential Criteria

- Educated to Degree level
- Sound knowledge of Safeguarding and Prevent practices in Higher Education
- Experience in leading wellbeing welfare initiatives.
- Knowledge of issues relating to student welfare and their experience in the UK higher education system.



- Excellent inter-personal and communication skills enabling positive engagement and interactions students and staff.
- Ability to exercise and demonstrate sound coordination of projects and timely delivery.
- Fluent English language
- Available and willing to work weekends
- Able to handle pressure
- Conflict resolution
- Attention to detail
- Good IT knowledge