

JOB DESCRIPTION

Post: Student Experience & Campus Operations Advisor

Responsible to: STEM & Health Skills Centre Ops Manager

Salary: Scale 4 £24,454,
Part Time, 29.5 Hours per week (Tues-Fri),
9 months Fixed Term (Mat Cover)

Conditions of Service: Truro and Penwith College conditions of service

Main Purpose of Job: To provide high-quality operational, administrative and student support across the STEM & Health Skills Centre in Bodmin, supporting the effective day-to-day running of the campus.

The postholder will play a key role in coordinating campus operations, supporting student wellbeing and engagement, and assisting the Head of Campus in ensuring the smooth delivery of activities, events, learner support and operational priorities across the centre.

The role will act as a central point of coordination between students, staff, parents/carers, curriculum teams and external stakeholders, helping maintain a professional, organised and student-focused environment.

The successful candidate will be expected to work flexibly across operational and learner support priorities, contributing positively towards a welcoming, safe and inclusive campus environment.

Responsibilities

Student Support & Wellbeing

- Provide a welcoming, approachable and supportive presence for students across the campus.
- Provide personal support, information, advice and guidance on a broad range of issues including wellbeing, safeguarding, relationships, financial support, sexual health and learner engagement.
- Support safeguarding and welfare processes, including receiving, recording, handling and escalating concerns appropriately in line with College procedures, including higher-level safeguarding disclosures where required, while providing appropriate support to learners throughout the process.
- Provide drop-in and appointment-based learner support and triage services to identify learner needs and signpost to relevant internal and external support services.

- Support vulnerable and disadvantaged learners through regular check-ins, interventions and monitoring where appropriate.
- Liaise with parents/carers and external agencies to support student wellbeing, engagement and financial support processes.
- Support student attendance, punctuality and engagement initiatives across the campus.
- Support curricular and tutorial activities across the college where required.
- Assist with learner voice activities, enrichment opportunities and student engagement events.
- Support student services and safeguarding teams across all campuses as required.
- Operational & Administrative Support
- Provide operational, administrative and organisational support to the Head of Campus.
- Coordinate and monitor day-to-day campus administrative and operational activities.
- Support the organisation and coordination of campus-based projects, visits, trips, enrichment activities and events.
- Coordinate reception, visitor management and general enquiries, always ensuring a professional and welcoming experience.
- Maintain accurate student, safeguarding and operational records using College systems and databases.
- Process bursary and learner support applications, ensuring accurate administration and monitoring of financial support processes.
- Manage and maintain Pay My Student and associated online learner finance systems.
- Liaise with students, parents/carers and curriculum staff to support bursary applications and learner finance enquiries.
- Hi Support auditing and compliance activities linked to learner support, bursary and operational processes.
- Develop, review and maintain internal administrative and operational processes to support effective campus delivery.
- Support operational compliance processes including safeguarding, learner records and visitor management procedures.
- Assist in prioritising and responding to operational issues across the campus.
- Coordinate communication between curriculum areas, support teams and external stakeholders.
- Support planning and logistics for meetings, room bookings, refreshments and campus activities.
- Prepare documents, reports, presentations and communications using Microsoft Office applications and College systems.
- Support data entry, reporting, monitoring and compliance processes across the campus.
- Assist with organisation and delivery of open events, interviews, recruitment activities and employer engagement initiatives.

Campus Coordination

- Support the operational organisation and smooth running of the STEM & Health Skills Centre.
- Act as a key operational support contact for staff, students, visitors and external partners.
- Coordinate learner-facing operational activities including employer visits, trips, events and enrichment programmes.
- Support the Events Assistant in the planning, coordination and delivery of cross-college events and activities.
- Support planning and implementation of campus activities and operational initiatives.
- Assist in maintaining a safe, professional, organised and well-presented campus environment.
- Work collaboratively across departments to ensure effective communication and coordination of activities.
- Support compliance with safeguarding, health & safety, visitor management and learner procedures.
- Support the Head of Campus with operational planning and day-to-day campus oversight.
- Work flexibly to support changing campus priorities and operational requirements.

General

Requirements:

As a member of staff, the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To always maintain the highest standards of professional behaviour (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

PERSON SPECIFICATION

Student Experience & Campus Operations Advisor

Ideally, the person appointed will have the following skills and experience:

Essential Skills & Experience

Strong interpersonal and communication skills with the ability to build positive relationships with students, staff and external stakeholders.

- Strong organisational and administrative skills with the ability to manage competing priorities.
- Ability to work effectively within a fast-paced operational environment.
- Good IT skills including Microsoft Office applications and database systems.
- Ability to handle sensitive and confidential information professionally.
- Flexible, proactive and student-focused approach.
- Understanding of safeguarding and wellbeing responsibilities within an educational environment.
- Experience within administration, customer service, education, learner support or operational support environments.
- Ability to work independently and collaboratively as part of a wider team.

Desirable Skills & Experience

- Willingness to attend Designated Safeguarding Lead training.
- Willingness and ability to handle safeguarding cases appropriately, providing necessary support to learners while following College safeguarding procedures and escalation routes.
- Experience working with young people or vulnerable learners.
- Experience within Further Education or educational environments.
- Knowledge of safeguarding systems and student support processes.
- Experience coordinating events, visits, enrichment activities or operational projects.
- Knowledge of bursary or learner support processes.
- Experience using College information management systems including learner finance platforms.

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.