

Job Description

Position	Student Experience Facilitator (Lead)
Reporting to	School Principal
Last review of job description	April 2026
Suitable for remote working?	No
Suitable for Core Hours?	No

Overview: The Student Experience Facilitator supports the smooth operations of the School, with a focus on overall student experience. The Lead Facilitator has a supervisory role in the School in the absence of the School Principal. Duties of the role include, but are not limited to, those listed below.

Duties

1. Student Experience

Supporting the implementation of the BSC groupwide strategy in relation to student experience to ensure that our customers are at the forefront of everything that we do at BSC, specifically:

1. Acting as the first point of contact and advisor for all students and visitors to the School, ensuring they are all dealt with in a courteous and professional manner, providing the necessary advice and assistance, and effectively dealing with any requests and feedback
2. Continuously evaluates and identifies opportunities to drive process improvements that positively impact the student experience including management of Student Ambassador Program
3. Identifying opportunities to grow student engagement within the School
4. Following up on feedback within the agreed SLA's. Ensuring that corrective action is taken where necessary
5. Supporting the Monday morning arrival experience in line with Great Things Start Here initiatives
6. Dealing with all escalated student welfare queries and problems quickly, discreetly and efficiently and to the satisfaction of all concerned
7. Ensuring a robust social and activity programme is in place, providing a revenue stream to the School
8. Actively participating in the group wide calendar of events, celebrating major annual public holidays in the locations of both BSC Schools and our students
9. Ensuring the School fulfils its duty of care to students
10. Meeting Group Leaders on arrival to ensure all elements of the stay are in place as expected
11. Ensuring the appropriate organising of all 'extras' including social programme, bus passes, excursions, transfers etc

2. Financial & Administrative Management

Supporting the day-to-day the smooth running and financial health of the School, specifically:

1. Ensuring that all administration areas of the business run effectively and efficiently
2. Supporting the effective day-to day management of the School's administration processes
3. Providing general administrative and record keeping support for the School as requested by the School Principal
4. Assisting with the collection of monies owed by the student as informed by Finance following company policy and procedure
5. Working with the School Principal to generate and convert walk-in students
6. Maintaining an up to date and accurate knowledge of School rules and policies, British Council guidelines and relevant welfare issues to ensure colleagues and students are always given correct information
7. Liaising with central accommodation team to ensure that the provision of student accommodation is of a high standard and in sufficient quantity to meet growing demand
8. Managing all cash transactions in compliance with BSC group standards as directed by the Finance Team
9. Responsibility for actively monitoring student numbers and activity at the School and ensuring all space is effectively optimised
10. Liaising with Finance Team regarding students' accounts and any other financial matters
11. Ordering stock, stationery & other School supplies as necessary, within the delegated authority levels
12. Supporting the efficient administration of course bookings and student records
13. Completing any other related duties as assigned by the School management or BSC central and support teams

3. Marketing & External Communications

Supporting the School Principal to ensure that the School operates effectively as a member of the BSC Education group, taking maximum advantage of the market opportunities and development potential available, specifically:

1. Dealing with or redirecting as appropriate all enquiries received, within the agreed BSC SLA's, so as to promote the School and generate business
2. Hosting agent visits and family trips when required
3. Implementing local marketing activity, at the direction of Central Marketing, to maximise direct non- agent bookings from the local area
4. Ensuring the Welcome Hub areas are well presented, and promotional material is displayed at all times
5. Developing communication channels and processes with partners (where applicable) to ensure that we are capturing all opportunities with the partners. (i.e.- recommending partner test sites and ensuring our partners are recommending us for test preparation where possible)

4. Facilities & Resources Management

Local responsibility for management of the School's facilities and resources within the limitations of agreed budgets, specifically:

1. Responsibility for ensuring good maintenance of the School's premises and ensuring the learning environment is safe and secure (in coordination with partners where applicable)
2. Responsibility for ensuring that student resources are appropriate, up to date and in good condition
3. Responsibility for ensuring that the School complies with all legal requirements deemed necessary by the appropriate regulatory bodies

5. Student Accommodation & Welfare Services

Local responsibility for the effective management of the School's student accommodation and welfare service, specifically:

1. Act as the primary named person for dealing with students' personal problems
2. Supporting the local management of the School's student accommodation activity so as to achieve smooth running and optimum financial performance
3. Dealing with all student welfare queries and problems quickly, discreetly and efficiently and to the satisfaction of all concerned. Keeping appropriate records and passing on information to relevant parties
4. Ensuring that students have access to all required information after they arrive at the college by means of the orientation, learning file, School notice board, members of team etc
5. Being prepared to handle queries and calls when on evening/weekend duty; this involves having the weekend handbook and mobile phone at all times when on call

6. Safeguarding

To act as the Deputy to the Designated Safeguarding Lead, the role includes:

1. Receiving information about events that are planned in BSC Education that may involve young people or Adults and plans that indicate how safeguarding will be covered. BSC recognises that although our adult students are not considered as vulnerable adults within the terms of the Section 115(4) of the Police Act 1997 definition. As best practice to recognise all students' vulnerabilities due to cultural differences, being in unfamiliar territories, language barriers and isolation from support networks and plans that indicate how safeguarding will be covered
2. Collecting information from any team members, contractors, volunteers, children, parents or carers who have any safeguarding concerns or safeguarding conduct concerns and conduct initial fact-finding investigation to gather information. The DDSL has a duty to properly record and report all concerning information
3. Assessing the information promptly and carefully, clarifying and obtaining more information about the matter as appropriate then record and refer findings to the DSL
4. Consulting initially with a statutory child safeguarding agency LADO to test out any doubts or uncertainty

5. Making a formal referral to any statutory child safeguarding agency, teaching membership provider, or the police if advised by LADO
6. Recording and reporting statements from any team member or student whereby inappropriate behaviour or allegations have been raised
7. Maintaining appropriate records of any welfare issues and passing on information to relevant parties (e.g. agents)
8. To assist the DSL with responsibility for safeguarding, including online safety and understanding the filtering and monitoring systems and processes in place
9. To assist the DSL with Prevent awareness within School teams and to make referrals where necessary
10. To attend team meetings, supervision sessions and management meetings as arranged.
11. Work flexibly as may be required and carry out any other reasonable duties especially in cases of emergency
12. Hold responsibility to make the DSL and People Team aware immediately of any concerns regarding team members, contractors or volunteers.

7. Role Specialism

This role may involve undertaking duties in other areas such as (but not limited to):

- Safeguarding & Compliance
- Accommodation
- Welfare
- Activity Leader

Job Skills

1. Flexibility

- Ability to respond to last minute changes
- Willingness to take on new challenges, possibly outside own 'comfort zone'
- Able to 'think on own feet' and to manage the unexpected
- Understands that the needs of the School may require flexible, mutually understood approaches to work

2. Customer Focus

- Responds to customer requests promptly
- Treats all customers with respect
- Does not assume the needs of customers
- Is able to see things from customers' points of view
- Checks with customers to ensure satisfaction
- Knows how to manage customer expectations and inform customer clearly on this
- Actively seeks and acts on feedback from customers

3. Analytical & Problem Solving

- Is disciplined and organised
- Able to deal with large amounts of data and make sense of it
- Has a measured and organised approach to solving problems
- Breaks down large amounts of work into smaller, manageable parts
- Is quick and effective at processing information

4. Working with Others

- Understands and works on team success for the whole team
- Understands own role and expectations of their role in their own team and the wider School team
- Has a strong awareness of how team dynamics work
- Treats the concerns of other departments as important
- Co-operates to meet team goals even at expense of personal preferences

5. Leadership

- Is able to motivate and get the best out of all team members
- Is supportive of all team members
- Treats colleagues consistently and even-handedly
- Has the ability to say 'no' to colleagues when necessary
- Is willing to take risks, to innovate, to try out new ideas
- Can lead by example
- Sees the bigger picture, doesn't get too stuck on minor day to day issues

BSC VISION: To provide customers with stepping stones to their future by delivering outstanding and transformational learning experiences.

BSC MISSION: By believing that "Great Things Start Here" and standing behind all that this means. If we believe it, our customers will achieve it!

BSC VALUES:

VALUES

Aim Higher: We proactively make suggestions and solutions for challenges and opportunities.

Collaborate: We are team players -we treat everyone with respect and understand that we succeed collectively, not as individuals.

Communicate: We communicate in a timely way with clarity, respect and transparency.

Customer Focus: We seek to provide consistent high-quality experiences that customers will remember.

Team Focus: We seek to reward and recognise excellence and innovation within our employees