



## Job Description

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|------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>Post/Job Title:</b>                                                                         | <b>Senior Student Success Coach</b>          |
| <b>Ref:</b>                                                                                    | <b>857</b>                                   |
| <b>Professional Service:</b>                                                                   | <b>Student Services</b>                      |
| <b>Location:</b>                                                                               | <b>Any University location</b>               |
| <b>Normal hours per week:</b>                                                                  | <b>37</b>                                    |
| <b>(Flexibility is required in order to ensure that key time scales and deadlines are met)</b> |                                              |
| <b>Grade:</b>                                                                                  | <b>5</b>                                     |
| <b>Responsible to:</b>                                                                         | <b>Clinical Lead (Clinical Psychologist)</b> |
| <b>Line management:</b>                                                                        | <b>Student Success Coach</b>                 |

### Job Purpose

The post-holder will provide day-to-day line management of the Student Success Coaches, including recruitment, training, appraisal, and performance management.

They will monitor referrals into the Student Success Coaches and oversee allocations, being the point of contact for any complex or sensitive enquiries and escalating to the Support and Safeguarding Manager or the Safeguarding Team as appropriate.

They will undertake direct work with students and hold own caseload of more complex students requiring support.

### Main Responsibilities

1. Daily line management of the Student Success Coaches, this includes the recruitment and induction of new staff, conducting appraisals, effectively dealing with performance issues, and identifying and supporting appropriate staff development.
2. Provide reflective case supervision to the Student Success Coaches, giving advice and guidance and making decisions around appropriate interventions and case direction
3. Be a first point of contact for the Student Success Coaches to discuss any issues or concerns regarding students they are supporting, escalating any issues as appropriate.

4. Maintain adequate staffing and levels of cover to ensure students can access support from the Student Success team in a timely way.
5. Daily monitoring of referrals into the Student Success Team via the case management system, overseeing allocations to the team and ensuring referrals are actioned according to agreed service levels.
6. Escalate potentially high-risk referrals or safeguarding concerns to the Support and Safeguarding Manager, Counselling and Wellbeing Manager or Safeguarding Team as appropriate.
7. Hold and manage own caseload of more complex students who require support.
8. Contribute to the development of the team's operational processes including within the case management system, providing support to the team in using the system in their practice.
9. Ensure delivery of proactive support through the provision of advice, guidance, and appropriate tailored intervention by the Student Success Team to positively influence student retention.
10. Note themes and trends relating to requests for support for students, assisting the Support and Safeguarding Manager to develop strategies and resources to meet identified needs and contribute to continuous improvement of the service.
11. Develop and maintain relationships with internal and external colleagues, including knowledge of referral routes, to ensure seamless support for students across BU teams and services and ongoing access to appropriate support for our students from external services.
12. At all times respecting and maintaining student confidentiality, working within the requirements of the Data Protection Act and GDPR, OISC guidelines and the University's Policies and Procedures.
13. Supporting BU wide events and activities e.g. Open Days, Confirmation & Clearing, Graduation.
14. Any other duties as may reasonably be required by the Support and Safeguarding Manager or Head of Safeguarding and wellbeing.

## **Dimensions**

Line management of circa 6 FTE Student Success Coaches

### **Contacts:**

**Internal:** All BU staff and students

**External:** Potential students, parents, businesses, local community, statutory bodies and all other BU stakeholders

### **Challenges**

This role involves direct work with students and supporting staff who are working with students who may disclose distressing information. Empathy and sensitivity are key elements of this role as is the ability to remain calm under pressure and in challenging situations.

There is a need to work closely with other teams across BU, building relationships to ensure that requests for support from students can be managed seamlessly between teams. Being solution focussed in meeting the needs of complex students and thinking creatively about how their needs can be met so that they can successfully complete their chosen programme is key to the role.

### **Information Governance Responsibilities**

#### **Data User**

Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

#### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**September 2026**

## Person Specification

|                                                                                                                                                                  |                  |                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|
| Post / Job Title: Senior Student Success Coach                                                                                                                   |                  | Post No: 856         |
| Faculty / Service: Student Services                                                                                                                              |                  | Date: September 2026 |
| <b>SELECTION CRITERIA</b>                                                                                                                                        | <b>Essential</b> | <b>/</b>             |
|                                                                                                                                                                  | <b>Desirable</b> |                      |
| <b>Knowledge (including experience &amp; qualifications)</b>                                                                                                     |                  |                      |
| Satisfactory enhanced DBS check                                                                                                                                  | E                |                      |
| Educated to degree level or equivalent in a relevant discipline (Work experience will be applicable and can substitute for qualifications)                       | E                |                      |
| Proven work experience in a relevant field, supporting potentially vulnerable client-groups                                                                      | E                |                      |
| Experience of line management including recruitment, induction, appraisal, and performance management                                                            | E                |                      |
| Experience of case allocation and case management, including providing reflective supervision                                                                    | E                |                      |
| Understanding of current Higher Education issues and an understanding of the student journey                                                                     | E                |                      |
| Understanding of managing risk and safeguarding children and vulnerable adults, awareness of limitations of own expertise and when to escalate                   | E                |                      |
| <b>Skills</b>                                                                                                                                                    |                  |                      |
| Excellent team leadership and the ability to deal with performance issues                                                                                        | E                |                      |
| Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders.            | E                |                      |
| Ability to quickly assimilate complex information, decide on the most appropriate course of action and utilise a solution-focused approach to problem solving    | E                |                      |
| Demonstrably good Microsoft Office skills                                                                                                                        | E                |                      |
| Experience of using case management systems or databases to record, store and extract information                                                                | E                |                      |
| Evidenced strong written and verbal communication skills with an ability to write reports and present complex information in a concise and understandable manner | E                |                      |
| The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines                 | E                |                      |
| <b>Attributes</b>                                                                                                                                                |                  |                      |
| A demonstrable commitment to service excellence and continuous service improvement                                                                               | E                |                      |
| Ability to review and implement changes to structures/systems                                                                                                    | E                |                      |
| Highly organised approach with the ability to prioritise their own workload and that of the team                                                                 | E                |                      |
| Ability to develop and maintain professional relationships of respect, trust and support between all staff and students                                          | E                |                      |
| Demonstrable personal resilience, able to keep calm under pressure and deal with difficult situations                                                            | E                |                      |
| A methodical approach to process; an aptitude for accuracy and attention to detail                                                                               | E                |                      |
| Reflective approach to practice with a commitment to own and others continuing professional development                                                          | E                |                      |