

Student Services Officer (Vocational Specialist)

Required



[bigcreative.education](https://www.bigcreative.education)



Welcome to Big Creative Training

Big Creative Training (BCT) is a well-established and expanding creative industry training provider with more than twenty years' experience of delivering positive outcomes for learners. Our mission is to improve the lives of young people through high quality training and creative industry experiences, and we also take pride in ensuring staff are encouraged to flourish and feel excited to be a part of BCT.



As an organisation we provide a supportive, developmental environment with a creative and innovative approach to education. Choosing to work for BCT will enable you to be part of a successful organisation that offer a good work-life balance to all employees, which includes a flexible working approach, a friendly, positive and purposeful working environment, and plenty of opportunities for social interaction between colleagues.

We are an employer which champions equality, diversity, and inclusion. We work with integrity and passion, and are fiercely committed to creating a truly meaningful work environment, where individuals are empowered with the tools, technology, and training to unleash their full potential.

This is an exciting time to join BCT. We are expanding to launch our new world-class Digital Future Campus in September, including industry standard training rooms, equipment, VFX studios, e-sports arena and editing suites.

We have more than 500 young people per year enrolled onto our vocational training programmes including apprenticeships, and learners take qualifications in maths and English if needed. We have great industry links and work with over 100 creative sector employers and SMEs.

BCT also operates **Creative Works** - a creative industry coworking space as part of our group, giving learners and staff access to an exciting community of creative businesses to support learning and progression.

Benefits of working for BCT

- Company pension scheme
- Employee assistance programme including healthcare cashback
- Bike to work scheme
- Supportive, caring and developmental environment
- Excellent career development opportunities and performance recognition
- Staff social events
- Interest free loans for emergencies or professional development
- Cycle to work scheme

[BCT culture video >](#)



“Leaders and staff successfully ignite young people’s enthusiasm for learning.”

Ofsted

What our learners and graduates say...

96% of learners at BCT say their overall experience is good. Here's what they had to say...

"The teachers always find time to help."

"I love the small class sizes, and the fun environment created."

"I get to do something I love with other people who have the same interests as me."



Not only did the college give us the tools and knowledge to succeed, they prepared us for life as creatives of the future.

Georgia



If it wasn't for BCT there's no way I would have become the person I am today. Thanks for helping me find myself!"

Amani

Student Services Officer

We are now looking for an outstanding Student Services Officer to join our team based in Walthamstow, East London.

As part of the student services team, you will have a crucial role in ensuring that all learners at BCT have a fully supported and positive experience throughout their time with us. The role of student services curriculum support tutor is varied and supported by the whole student services team. Members of the team need to be organised, methodical, punctual and passionate about helping learners develop their vocational and life skills.

All staff in the student services team have an individual timetable which allows for tasks to be completed while also providing a fully staffed student services hub between 9am-5pm.

To help develop the whole individual in accordance with the mission and values of BCT namely: respect, resilience, independence, kindness, integrity. The outcome being to ensure our learners leave empowered to lead purposeful lives with integrity.

Specific duties of Student Services team (subject to change)

- Responding effectively to incoming enquiries via telephone and email (parents, carers, local authorities, students etc.)
- Student welfare and Information advice and guidance as required
- Managing Breakfast club on allocated days
- Working within the student services hub as per timetable
- Progression tracking of learners once they leave
- Tracking of learners at risk
- Involvement in SDP where appropriate for specific areas of need
- Tracking internal progression including HN
- Pastoral support
- Supporting careers day
- Supporting learner forum
- Tracking of engagement with student services / issue / outcome
- Weekly checks on the classes within the cohort, to discuss and concerns with the course tutors, and take appropriate action or escalate to the appropriate person.
- Attendance once a month at curriculum team meetings

Standards and expectations: Working within the Student Services team, our expectations are to set the highest possible standards and to have the belief that every learner can achieve their full potential. Key principles will be engaging learners in your curriculum area to promote the qualities they will need in the workforce.

A background working in an education environment would be desirable, particularly Further Education

Desired qualities –

- Excellent organisational skills,
- Attention to detail for written and verbal communication,
- To be able to work within a team and also use own initiative as required

Technical skills - For this role, background/experience in Media or performing arts would be preferable

Salary and days of work

Salary £19,896

38 weeks a year

Start date - 5th September 2022

Hours per week – 35 hours per week

Permanent

How to apply

You must be eligible to work in the UK and possess a UK work permit if you need one. Please note this job is based in London and cannot be done remotely.

For an informal conversation about the role please call Elaine Smith on 07525 715 389 . If you wish to apply you must complete the application form found at www.bigcreative.education/bct-staff-application-form by 9am on **22nd July 2022**.

BCT is an equal opportunities employer and positively welcomes applications from all sections of the community. We are committed to safeguarding all learners enrolled on our programmes and appointment of successful applicants will be subject to satisfactory references being obtained, and an enhanced disclosure and barring service (DBS) check.

For teaching positions only

We welcome applications from industry professionals who wish enter teaching via the full teaching qualification with support funded by the Taking Teaching Further scheme. This will allow you 6 months of reduced timetable for training and support whilst receiving full pay and cover all qualification costs over the two years of study'.



**TAKING TEACHING
FURTHER**

What our staff say...



I like the progressive nature of the college and how we are always looking to expand and offer a more rounded experience for the learners.

The best part of my role is being able to make a positive difference to the lives of many, supporting our young people in seeing their potential.

There is fantastic communication between members of staff and the management team.

I feel supported and encouraged in my role, inspired to continue working to deliver high quality and engaging material.

The staff get on well with each other and work together positively to benefit the organisation.

Lovely working environment with a supportive team and great students.

What we do, individually, and overall, makes a huge impact on the lives of these young people and empowers them.

I like the collaborative culture and genuine care for staff, with time and energy invested.

BCT is a small organisation with a big heart and a great mission to develop learners from disadvantaged communities.

I am trusted by my manager to use initiative and develop my area as I see fit. I feel trusted and valued in my ideas and opinions.

The environment at BCT is a huge stand out to me. The staff are diverse so it makes me feel very comfortable at work.

The absolutely fantastic team of staff that I work with – we all come from different walks of life yet share the same creative interests and goals in improving learner's experience and their lives in general.

The community feel to our college is second to none.



To find out more about BCT and our approach to education please visit <http://www.bigcreative.education/>

Big Creative Training was rated “good” by Ofsted at our last inspection.

[Read the full report >](#)

Useful links

[BCE careers video >](#)

[International work experience video >](#)

[Digital Future VR tour >](#)

[Games students showreel >](#)

[BCE highlights video >](#)

[Artist development >](#)



BCT is an equal opportunities employer and positively welcomes applications from all sections of the community. We are committed to safeguarding all learners enrolled on our programmes and appointment of successful applicants will be subject to satisfactory references being obtained, and an enhanced disclosure and barring service (DBS) check.

[bigcreative.education](http://www.bigcreative.education)

