

Job Description & Person Specification



Overview

Job Title	Chief Student Officer
Department / Faculty	Strategy Group
Reporting To	Chief Strategy Officer
Campus / Location	Based at any campus, with travel required between sites.
Contract Type	Full-Time, Permanent. Requests for flexible working can be considered.
Salary Grade	MS18 – MS23
Post Reference	REQ001435
Date	11-05-2026

The Role

The Chief Student Officer is an exciting role within the College Leadership Team, designed to strengthen our focus on the student experience at SGS. The post reports to the College's Chief Strategy Officer.

Our ambition is for every student to look forward to attending college and to leave having benefited from a positive and enriching educational and social experience, equipping them strongly for the future.

You will be responsible for providing strategic and operational leadership across all aspects of the student experience, ensuring a high-quality, inclusive, and supportive student experience at every stage of the student journey from early engagement, through application and enrolment, and during their time at the college.

You will be accountable for the delivery of our Enjoyment outcome, as set out in our new strategy SGS 2031: Get Future Ready and will play a key role in shaping college culture and performance, ensuring that the student voice is central to decision-making and that the college meets its statutory, regulatory, and safeguarding responsibilities.

Responsibilities

Student Experience

- Lead the College's work in implementing a whole-college culture of *Enjoyment* and creating an inspiring, inclusive and safe environment where students thrive.
- Establish and lead a coherent, College-wide student experience framework that sets clear expectations, standards and measures of success across all provision, aligned to the College's strategy and the Ofsted Education Inspection Framework, ensuring robust inspection readiness and representing student experience functions during external scrutiny, including Ofsted inspection.
- Lead the College's customer service teams – ensuring catering, cleaning and front desk teams are delivering an inclusive, accessible and responsive service.

- Lead the College's Libraries and study spaces.
- Work alongside colleagues to ensure teaching and learning, careers education and enrichment programmes are contributing to a culture of enjoyment at SGS.
- Ensure support services compliment curriculum, teaching, enrichment and wider college environments, contributing to a coherent and positive student experience.

Student recruitment, enrolment and induction

- Lead the Colleges widening participation agenda.
- Develop and deliver a world-class approach to student recruitment – ensuring early engagement, open days, applications and enrolment processes provide a positive experience at every step.
- Lead on a data-driven approach to student recruitment and enrolment, providing clear advice and insight to the College Leadership Team which supports targeted activity to ensure year-on-year student growth.
- Work closely with colleagues across the College to ensure our digital presence, our website, social media and other activity support strong enrolments and a clear student voice.
- Oversee effective transition, induction, and progression arrangements for students at all levels.
- Set and assure standards for all student-facing services and functions, ensuring they are accessible, responsive and aligned to the College's strategic priorities.

Student Voice

- Act as the Leadership Team-level advocate for students, ensuring student voice informs policy, quality improvement, and decision-making.
- Lead interaction with the SGS Student Leadership Team to ensure the College understands the key drivers of student enjoyment and to take swift action to improve and enhance the student experience.
- Develop a strategic approach to gathering student feedback, using modern communication platforms and technology to deliver regular data and insight to monitor and improve attendance, retention, behaviour, achievement, destinations, and student satisfaction.
- Guarantee freedom of speech by promoting an inclusive culture that advances equality, diversity, inclusion and belonging, ensuring equitable outcomes and experiences for all students.

Safeguarding, Inclusion and Compliance

- Line manage the Director, Wellbeing and Designated Safeguarding Lead (DSL), ensuring robust safeguarding, child protection, and Prevent arrangements.
- Ensure compliance with statutory and regulatory requirements, including Keeping Children Safe in Education (KCSIE); Equality Act 2010; Ofsted Education Inspection Framework; and DfE and funding body requirements
- Promote equality, diversity, inclusion, and belonging across the student body and wider college community.
- Promote a culture of early intervention, wellbeing and pastoral support that enables students to succeed.

College Leadership

- Contribute to the overall leadership of SGS College as a key member of the Executive team, including through engagement with the Corporation Board and Learning and Quality subcommittee on key aspects of academic performance, developments and projects.

- Line management, leadership and development of members of the Senior and College Leadership Teams in relevant areas, through agreed reporting structures.
- Role model, promote and embed a leadership culture which embodies the SGS Behaviours of Consistency, Ambition, Respect and Empowerment ensuring that all colleagues are contributing to the College's objectives and their personal goals.
- Provide strong financial leadership – ensuring the delivery of financial and budgetary controls in your areas of responsibility and ensuring compliance with the College's financial regulations and risk management framework.
- Promote and maintain the college's procedures and practices which facilitate safety, equality, diversity, inclusion and belonging across all College operations.
- Represent the College in key external forums, helping to build the College's profile and influence.
- Undertake any other reasonable duties required by the College as necessary to support the College's mission and objectives.

What does brilliant performance look like in this role?

Our strategy sets out 3 key indicators, which will measure our success in delivering our *Enjoyment* outcome:

- High attendance: demonstrating the desire of our students to come to college
- High retention: students enjoying the experience of being at SGS and wanting to continue learning here.
- Positive feedback: from our students in regular surveys and forums.

Ultimately, brilliant performance in this role will require the delivery of the actions we set out in our strategy and will mean our students will have positive experiences every day at SGS, whether through quality teaching and learning, positive social engagement and opportunities for personal growth.

In addition, this role will have a significant part to play in driving and supporting key measures in relation to our other strategic outcomes, particularly those in relation to enrolments and achievement.

- A robust safeguarding culture with strong audit and inspection outcomes, high levels of student confidence in safety and wellbeing support, and full compliance with statutory and regulatory expectations.
- Measurable improvements in student behaviour and participation, high levels of engagement in enrichment and the wider curriculum, clear evidence that student voice informs continuous improvement, and consistently strong outcomes for SEND, disadvantaged and high needs students.

Key Role Information

Direct Reports	2
Indirect Reports	35+
Budget Responsibility	£3m+
Number of Students	10,000+
Number of Courses	N/A

Who Will You Work With?

Internal relationships

- SGS Corporation Board and relevant sub-committees
- CEO & Principal, Chief Operating Officer and Deputy Principal,
- Other members of the College Leadership Team and Extended Leadership group
- Student forums including the Student Leadership Team
- Support departments

External relationships

- Central Government bodies and regulators (e.g. DfE, LADO, Prevent and Channel)
- Sector bodies (e.g. Association of Colleges)
- Other education providers (FE Colleges, Universities)
- Parent Groups

Living the SGS Way — Our Behaviours

Everyone at SGS is expected to live our values — **Consistent, Ambitious, Respectful and Empowered**. This means:

Consistent Communicating clearly, following through on commitments, using evidence to make good decisions.	Ambitious Striving for excellence, sparking 'wow'; moments, never settling for average.	Respectful Building inclusive relationships, celebrating diversity, never tolerating unfairness.	Empowered Taking ownership, embracing new ideas, welcoming accountability.
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Safeguarding, Equality & Compliance

All SGS employees share our commitment to the safety and wellbeing of students and colleagues. The following apply to every role:

- Actively support achievement of the College's strategic goals and annual improvement plans.
- Promote SGS as an organisation committed to the highest standards of delivery and service.
- Share the College's commitment to safeguarding — prioritising the welfare of children, young people and vulnerable adults.
- Champion the effective implementation of the College's Equality, Diversity and Inclusion Policy.
- Promote and implement best practice in Health & Safety.

DBS Level Required

- Enhanced with barred list checks
- Enhanced without barred list checks
- Standard
- None

Person Specification

What does the ideal candidate look like?

Job Title	Chief Student Officer
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Qualifications & Attainments

Criterion	Essential	Desirable	Assessed by
Degree or equivalent professional qualification	x		Application
Evidence of ongoing professional development	x		Application
Experience of education safeguarding frameworks, Safeguarding training at level 3 (or willingness to obtain).	x		Application
Postgraduate qualification or leadership qualification (e.g. NPQ, MBA).		x	Application

Experience & Knowledge

Criterion	Essential	Desirable	Assessed by
Proven senior leadership experience in education, another public service or a customer-focused sector.	x		Application / Interview
Experience of leading and improving student or customer-facing services.	x		Application / Interview
Experience of contributing to strategic planning and organisational improvement.	x		Application / Interview
Understanding of student engagement, behaviour, attendance, and retention strategies.		x	Application / Interview
Understanding of the FE sector in England, including key regulatory frameworks		x	Application / Interview
Experience of leading services through Ofsted inspection.		x	Application / Interview
Experience of managing budgets, teams, and complex change.	x		Application / Interview

Skills & Abilities

Criterion	Essential	Desirable	Assessed by
Strategic thinking and analysis: the ability to set a vision and provide insight to the Executive team to support action.	x		Application / Interview
Leadership and influence: the ability to lead teams and influence outcomes across organisational boundaries;	x		Application / Interview

and to build trust and influence decisions in senior levels of government and other organisations			
Communication: the ability to communicate clearly in both written and verbal formats; and to present complex information and arguments in a variety of formats	x		Application / Interview
Innovation mindset: the willingness and ability to drive innovation, embrace change and solve problems	x		Application / Interview
Collaboration: the ability to build strong relationships and foster teamwork through cross-functional collaboration	x		Application / Interview
Accountability: the ability to take ownership of delivery and drive organisational performance outside of your own line management.	x		Application / Interview

Role Conditions

Are there any specific requirements candidates need to be aware of?

This is a senior leadership role, which requires the ability to travel between campuses, and occasionally work non-core hours.	x		Application Form
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A Note on Flexibility

As SGS evolves, the responsibilities and location of this role may be adjusted in consultation with the post-holder.

Where a disability is indicated, every effort will be made to make reasonable adjustments. Job redesign will always be fully considered.

HR Evaluation (for HR use only): Score: _____ Profile: _____ Level: _____