



## **Student Experience Officer**

Location: Norwich  
Grade: K2  
Reports to: Student Experience Manager  
Direct reports: None  
Key stakeholders: Students, Clients, Student Services, Client Services,  
Faculty and Resource Management

### **Who we are & what we stand for**

We are a leading provider of apprenticeships, of accountancy / tax / finance & banking courses, and of professional assessments. At Kaplan, we're all working together to make this organisation diverse, innovative and efficient. And to become highly respected for supporting learners to build or assess their professional competence through apprenticeships and qualifications.

We are part of the Kaplan group, one of the world's largest and most diverse education and assessment providers. We operate in over 30 countries and maintain relationships and partnerships with more than 1,000 school districts, colleges and universities, professional bodies and over 10,000 businesses. Our vast breadth and scope in terms of both capabilities and assets sets us apart.

We work hard to make this a great place to work where everyone can succeed. Sex, race, disability, age, sexual orientation, gender identity, religion or other belief, marital status, pregnancy or parenthood - none of these should be a barrier to anybody's success at Kaplan. If you require any adjustments, or additional support within the recruitment process, please contact us directly and we'll do our best to help.

To view our candidate privacy notice [click here](#).

### **How you'll help us succeed**

You will provide all students and visitors with an outstanding experience in Kaplan training locations. You'll ensure all administrative tasks within the remit of Student Experience are completed efficiently, in a timely manner and to a high standard, as well as ensuring the training location is ready for our students during operating hours.

Your responsibilities will be as follows:

#### Student & Visitor experience

- Provide a welcoming presence at our front desk, welcoming and meeting our students and clients and creating a positive first impression
- Provide accurate and up to date information to students who are considering choosing Kaplan as their tuition provider
- Maintain up to date knowledge of all Kaplan products, qualifications and student policies
- Resolve training location related student and client queries, liaising with other Kaplan functions as needed
- Maintain the integrity and security of our access control system, ensuring that all visitors can be accounted for
- Maintain an effective working relationship and communication with the building security and management teams to provide a quality experience for students
- Respond to student emails routed via Student Services during quiet periods meeting the agreed service levels

#### Course operations

- Generate class lists, course assessments and other course associated documents in accordance with daily class schedules
- Collate and scan exam scripts for distribution to markers
- Enter information onto our student management system, including absences and updates to student personal details
- Maintain the room allocation board ensuring that it is kept up to date
- Support the other functions as required with administrative tasks as directed by the Student Experience Manager
- Carry out CBE administration for all qualifications including downloading tokens and invigilation of sessions
- Complete other CBE processes including software updates, applying for student extensions, and incident logging

#### Centre operations

- Ensure that the student environment, including all break-out areas, CBE rooms and classrooms, and also the shared office space are presentable
- Report and follow up on any building related issues such as faulty equipment, lighting, cleanliness etc
- Ensure CBE room(s) are set up as required
- Liaise with IT to resolve any in-centre IT problems
- Liaise with local contractors such as vending and cleaning to ensure high quality services for students
- Responsible for building opening and closing, where appropriate
- Local health and safety representative including induction and training for new team members
- Organise any catering services as required

You'll also carry out other duties, within the broad scope and spirit of your role, as requested by your manager. Our business continuously evolves, so your role will too.

#### **Safeguarding children and young people**



Kaplan is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with our background checking policy and successful applicants will be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS) or satisfactory PVG scheme membership to confirm your suitability to work with children and young people. Our Suitability of Ex-offenders Policy is available to potential applicants upon request.

### **What you might be doing now**

Your current role, or recent roles, may be:

- Student Experience Officer
- Student Services Advisor
- Customer Service Advisor
- Office Administrator

### **What you'll bring**

We would like you to have worked within a customer focused environment previously and be able to demonstrate you possess the following qualities:

- Excellent communication skills particularly face-to-face communication
- Service driven and focused
- Experience of health and safety requirements in a similar establishment is desirable
- Proactive, personable and a desire to make a difference
- Ability to work independently and as part of a wider team
- Experience in solving challenges at short notice
- Team player
- Able to work flexible hours

### **What you can expect**

A competitive salary & clear pay structures, progression paths, and a comprehensive benefits package. You'll be joining a great place, driven by a shared purpose, where everyone can succeed and build a brighter future together.

### **How you can build your career at Kaplan**

From this role, your potential paths for career progression at Kaplan include:

- Student Experience Supervisor



- LMS Coordinator
- Scheduling Administrator