



Job Description – Student Experience Officer

Department	Registry
Hours	Full-time, 40 hours per week
Contract	Permanent
Location	Office based - London, N1
Starting Salary	£23,715 - £25,642 (depending on experience)

About Point Blank

Point Blank is an award-winning music school based in London, Los Angeles, Ibiza, Mumbai, China and online. The School specialises in Higher Education and professional-courses in subjects including Music Production and Sound Engineering, DJ Performance, Singing, Songwriting, Music Industry Management, and Radio.

As a specialist music education provider, we take pride in teaching the creative process of making music at the highest level, with expert lecturers and state-of-the-art facilities. We nurture and support students, providing them with a curriculum connected to industry and the tools to succeed in their careers. Consistently awarded high scores by our students through the National Student Survey, we have a reputation for giving our community a unique and high-quality experience.

We are currently in an exciting phase of growth and expansion, with new campuses and innovative educational programmes in the pipeline. This is an incredible opportunity for you to join a fast-growing company with exciting prospects for personal development. To find out what makes Point Blank Music School a remarkable place to work, check out our YouTube channel [here](#).

About the role

The Student Experience Officer will be the initial point of contact for students and visitors, providing a warm welcome and directing them to classrooms, event spaces, or meeting rooms. This position involves handling student queries and undertaking various administrative tasks assigned by the Student Experience Manager or Registrar. It includes responsively addressing phone calls from students, offering comprehensive support throughout their inquiries, and taking ownership of each query until resolution.

The ideal candidate for this role is a confident and extroverted individual who takes pride in delivering exceptional customer experiences through friendly and empathetic problem-solving.

Key Responsibilities

- Responsible for providing a friendly and polite first point of contact for all students, staff and guests visiting campus.

- Respond with speed and accuracy to email, phone, live chat and in-person enquiries, taking ownership of problem solving end-to-end.
- Maintain accurate student records using the MS Office suite and the internal EMS system including facilitation of changes to student schedules.
- Help to facilitate the student enrolment processes.
- Identify and promote internal and external resources to students using appropriate means of communication (posters, social media, website, newsletter, email, in-person visits etc.).
- Liaising with the Marketing Department to produce video and photographic content relating to the Student Union and Societies, in line with the Point Blank brand image, for the Student Services Instagram page, as required.
- Manage queries on societies and the students' union, supporting students in annual Student Officer applications, and with setting up and running societies.
- Coordinating the Student Officer recruitment and voting processes each year.
- Acting as the main link point between the Point Blank Students' Union and Point Blank Staff.
- To support in the NSS related activities as required (e.g. running lunchtime promotional events).
- Supporting students with navigating all available discounts, both internal and external
- Develop a solid understanding of departments and staff functions to correctly refer enquiries in a helpful and positive manner.
- Undertake a range of clerical tasks including photocopying, scanning, filing and data entry.
- Apply sensitivity and discretion when dealing with confidential information and confidently refer more complex issues to specialist staff.
- Contribute to a range of work and projects coordinated by the Student Experience Department.
- Work flexibly as part of the team and be available for occasional evening/weekend/bank holiday work as required
- Give general advice and guidance to students on matters relating to their studies and experience at Point Blank.
- Any other duties commensurate with the post as requested by the line manager.

Person Specification – Essential

Education

- Educated to Level 3 (A Level, BTEC/ UAL Diploma) or equivalent professional experience

Experience

- Demonstrable customer service experience

Knowledge and Skills

- Excellent people skills with the ability to demonstrate exceptional customer service
- Reliable, trustworthy and hardworking
- IT competent with a working understanding of Microsoft Office & Customer Relationship Management (CRM)
- Organised with strong administration skills
- Effective written and verbal communication
- Problem solver with the ability to react to changing circumstances
- Understanding of GDPR UK and the handling of confidential data
- Empathetic and understanding of the needs of a diverse student body

Person Specification – Desirable

Education

- Specific qualification in administration

Experience

- Experience working in an administration role in an education environment
- Experience with societies and unions at other HE providers, or in your own time as a student.

Knowledge and Skills

- Ability to take clear and structured minutes.

How to apply

To apply, please send your CV and a detailed cover letter setting out your interest in the role and details of how you match each of the criteria in the person specification to work@pointblankmusicschool.com.

Applications will be reviewed as received so early submission is recommended. Unfortunately, due to the volume of applications received, we are only able to contact shortlisted candidates.

Point Blank is an equal opportunities employer and welcomes applications from all sections of society.