



BUILDING CRAFTS COLLEGE



The Building Crafts College

16-19 Student Experience Manager

May 2026



BUILDING CRAFTS COLLEGE

Overview of the Vacancy

Established in 1893 the Building Crafts College (BCC) is one of the country's leading independent providers of specialist education and training in the building crafts, construction and conservation sector. We offer apprenticeships and diploma courses to a diverse population of approximately 400 students a year across a range of disciplines including Bench Joinery, Furniture Making and Design, Site Carpentry, Stonemasonry and Bricklaying. The College works with a range of prestigious companies and organisations including The Royal Opera House, the National Theatre, Canterbury Cathedral and has prepared students for careers involving the conservation of well-known heritage sites such as The Palace of Westminster, Westminster Abbey, Buckingham Palace, Kensington Palace and The Royal Naval College, Greenwich, as well as major construction employers.

Constituted as an educational charity, the College is governed and financially supported by the Worshipful Company of Carpenters. BCC has a thriving student population: young 16-19 learners, apprentices, and adult learners. It also has a strong portfolio of employer and business contacts and has the ambition and strength to create a lasting difference in the local communities it serves, and beyond. It relocated to its current site in Stratford, East London, in 2001 and derives its annual income from public and charitable sources along with fees.

THE OPPORTUNITY

The 16-19 Student Experience Manager will work as part of a small, dedicated team in a specialist College. This is a new post created to manage a small staff group who are supporting the pastoral and additional learning needs of our 16-19 learners. 16-19 learners are a growing part of our student cohort – we have around 100 on technical study diplomas and 50 apprentices.

We are passionate about the crafts we teach and committed to the learners we serve, we have a strong community ethos at the College and you will quickly get to be on first name terms with both staff and students.

The College is an equal opportunities employer and is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff to share this commitment. Successful applicants will be subject to appropriate checks including an enhanced DBS check.



BUILDING CRAFTS COLLEGE

REMUNERATION

A competitive salary is set at circa £45,000. This is a term-time contract but with an expectation of overtime payments for up to 2 additional weeks out of term-time during the summer break. Paid annual leave including bank holidays amounts to 13 weeks per year. You will also have access to a generous employer's pension and private health care scheme.

We expect the majority of the 16-18 Student Experience Manager's time will be spent on site at the College but we offer some flexibility so that staff can operate remotely when the need arises and by arrangement.

A full job description and person specification can be found below.

APPLICATION PROCESS

Please send CV and covering letter – strictly no more than 3 pages in total – to Frances Hill Deputy Principal via email frances.hill@thebcc.ac.uk

Deadline for receipt of applications 12 noon Friday May 22nd 2026.



BUILDING CRAFTS COLLEGE

16–19 Student Experience Manager

Contract: Full-time, Term-time

Reports To: Deputy Principal

Line Management: Pastoral Support, Counselling, Additional Learning Support

Purpose of the Role

The 16–19 Student Experience Manager is a senior operational leader responsible for the operational oversight, coordination and quality assurance of the learner experience for students aged 16–19 within a specialist construction-focused further education setting.

The postholder holds significant responsibility for safeguarding, SEND, behaviour, attendance, wellbeing and careers progression, and plays a critical role in ensuring statutory compliance, inspection readiness and positive learner outcomes.

The role operates with a high degree of professional autonomy and accountability and contributes directly to senior leadership decision-making.

Key Responsibilities

1) Operational Leadership of 16–19 Provision

- Identify and plan key provision changes in line with DfE guidelines and regulations.
- Oversee day-to-day operation and long-term development of the 16–19 pathway.
- Lead high-quality personalised timetables, curriculum access, independence development, GCSE, functional skills, and preparation for employment.
- Ensure teaching, support, and enrichment activities reflect best practice for students, including those with some additional learning needs.
- Maintain big picture of student experience issues and advise Deputy Principal.

2) SEN Leadership & EHCP Management

- Coordinate and contribute to EHCP applications, annual reviews, transition reviews, and statutory paperwork.
- Ensure appropriate specialist strategies are embedded in daily provision (e.g. tailoring learning for neuro-diverse learners).



BUILDING CRAFTS COLLEGE

- Quality assure learner targets (ILPs, IEPs, EHCP outcomes) to ensure they are specific, ambitious, and personalised.

3) Safeguarding & Deputy DSL Responsibilities

- Manage safeguarding concerns, disclosures, and referrals in line with KCSIE and centre policies.
- Oversee early-help pathways, risk assessments, family liaison, and multiagency safeguarding work.
- Maintain accurate and timely safeguarding records.
- Contribute to staff training, updates, and briefings relating to safeguarding, online safety, and safer working practices.
- Ensure pastoral staff have a framework for monitoring and supporting the wellbeing of learners.

4) Line Management & Staff Development

- Line manage pastoral and additional learning needs staff within the 16–19 team.
- Conduct appraisals, observations, and coaching sessions.
- Model best practice for support strategies.
- Coordinate staff deployment based on student profiles, needs, and risk assessments.

5) Teaching, Learning & Curriculum Quality

- Work with college management and curriculum leads to design an aspirational, inclusive, and holistic curriculum.
- Support teachers to embed effective pedagogy, including visuals, scaffolding, and communication support strategies.
- Conduct learning walks, work sampling, and performance reviews for quality assurance.
- Ensure preparation for employment is embedded across learning by working with subject tutors to ensure there are opportunities for students to go on field trips and site visits, receive employer talks and understand progression opportunities.

6) Behaviour, Wellbeing & Personal Development

- Lead on career development and engagement.
- Lead enrichment, life-skills activities, and employment opportunities that promote independence and employment.
- Ensure all Gatsby benchmarks are covered as part of the student experience.
- Oversee student attendance, punctuality, engagement, and pastoral interventions.



BUILDING CRAFTS COLLEGE

7) Data, Compliance & Reporting

- Oversee data compliance, relating to free school meals, bursaries, progress, behaviour, safeguarding, and EHCP outcomes.
- Provide reports for College Management Team, Board of Governors, and local authorities.
- Ensure compliance with:
 - SEND Code of Practice
 - KCSIE
 - Local authority EHCP timelines
 - Safeguarding and data-protection obligations
 - Gatsby benchmarks

Other

The above is an outline of the tasks and responsibilities of the role. The 16-19 Student Experience Manager will carry out any other duties as may be reasonably required by the Deputy Principal. The job description and person specification and any accompanying documentation may be reviewed on an on-going basis in accordance with the changing needs of the College and do not form part of the employment contract.

Child Protection and Safeguarding Policy

You will comply with the College Child Protection and Safeguarding Policy, and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of students or staff.

Terms and Conditions of Service

The 16-19 Student Experience Manager will be required to comply with all policies and procedures issued by and on behalf of the College. The post holder will be subject to an Enhanced Disclosure and Barring Service Certificate. The post holder will be required to participate in any College appraisal procedures as an appraisee and if applicable, as an appraiser. The post holder will be required to attend any statutory and mandatory training.

Information Security, Confidentiality and Data Protection

During the course of employment the 16-19 Student Experience Manager may have access to, see or hear information of a confidential nature and he/she will be required not to disclose such information. All personal identification information must be held in the strictest confidence and should be disclosed only to authorised people in accordance



BUILDING CRAFTS COLLEGE

with the General Data Protection Regulation and the College's Privacy Notice, unless explicit written consent has been given by the person identified.

Equal Opportunities

The 16-19 Student Experience Manager must comply with and promote Equal Opportunities and avoid any behaviour which discriminates against others on the grounds of sex, disability, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership.

Health and Safety

Under the Health & Safety at Work etc Act 1974, it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their own acts at work. This includes co-operating with the College and colleagues in complying with Health and Safety obligations to maintain a safe environment.



BUILDING CRAFTS COLLEGE

Person Specification

- QTS/QTLS or teaching equivalent qualifications.
- Supplementary professional qualifications such as SEND or Careers Guidance related qualifications.
- Significant experience working with learners with additional learning needs (e.g. autism, ADHD, ADD).
- Experience leading staff or managing a team.
- Strong knowledge of EHCP processes, statutory responsibilities, and multi-agency work.
- Proven ability to implement effective strategies, interventions, and personalised planning.
- Experience acting as Deputy DSL, or willingness to train immediately.
- Strong organisational, safeguarding, and record keeping skills
- Experience of leading EHCP annual reviews.
- Experience of careers guidance or employability preparation programmes.