

JOB TITLE: Head of Student Experience

REPORTS TO: CEO

BUSINESS FUNCTION/ SUB-FUNCTION: Student Experience

FULLTIME/PART TIME: Full Time 35 hours per week

LOCATION: Metanoia Institute, 13 North Common Road, W5 2QB (Hybrid)

CONTRACT: Permanent

SALARY: £55,000 – dependent on experience

About Metanoia

Metanoia Institute has provided high-quality training in psychological therapies since 1984. Our offerings include part-time, university-validated undergraduate and postgraduate courses in Counselling, Psychotherapy, and Counselling Psychology. We also offer a unique NHS-funded programme in Psychotherapeutic Counselling, specialised programmes in Creative Writing for Therapeutic Purposes, Adolescent and Schools Counselling, and a Postgraduate Certificate in Higher Education. Our Continuing Professional Development (CPD) courses further support professionals in enhancing their skills and staying up to date with the latest developments in the field.

As Metanoia looks to the future, it's poised to continue its growth and leadership in the mental health sector. We've recently launched a new and exciting strategy to transcend barriers, making therapy accessible to every corner of society, and using our influence to create impactful and positive change.

This is a time of significant opportunities that will give challenge and reward in equal measure. We hope you're motivated by our vision, mission and ambitions; if you feel you have the right experience and skills, we look forward to hearing from you.

About this role

The Head of Student Experience will lead the coordination, development, and continuous improvement of all student-facing support services, ensuring a coherent, accessible, and high-quality experience for students across their full journey.

The postholder will have responsibility for shaping how services are organised, delivered, and experienced in practice. The role will bring structure, clarity, and consistency across currently separate areas, ensuring that provision is well-integrated, responsive to student need, and demonstrably effective.

A key focus of the role will be to establish clear service models, strengthen collaboration across teams, and introduce meaningful measures of success that support student engagement, retention, and progression.

Direct Reports

- Wellbeing & Disability Coordinator (with two Advisors)
- Careers Development Officer
- Academic Skills Support
- Librarians (job share)
- Academic Coordinators Team Leader (they have seven direct reports)

Main areas of responsibility

1. Service integration and development

- Bring together existing student support services into a coherent and connected offer.
- Design and implement clear service structures, pathways, and referral processes.
- Identify gaps, duplication, and inefficiencies, and implement practical improvements.
- Ensure services are accessible, well-communicated, and aligned to student needs.

2. Operational leadership

- Provide day-to-day leadership across all areas of student experience provision.
- Ensure consistency in service delivery, standards, and student-facing practice.
- Support teams to operate effectively within a shared framework while maintaining their specialist expertise.
- Resolve operational issues and ensure smooth coordination across functions.

3. Strategy and policy implementation

- Translate institutional strategy into clear service frameworks, policies, and operational practices.
- Develop and maintain policies and procedures relating to student support, wellbeing, and safeguarding, ensuring they are effective, proportionate, and consistently applied.
- Ensure alignment between policy, practice, and student need, identifying areas for refinement and improvement.

4. Outcomes, data and continuous improvement

- Establish clear and measurable KPIs across all service areas, including:
 - student engagement
 - service usage
 - retention and continuation
 - student feedback and satisfaction

- Develop a data-informed approach to monitoring performance and identifying areas for improvement.
- Produce regular reports demonstrating service effectiveness and impact.

5. Student journey and experience

- Map the end-to-end student journey, identifying key transition points and areas of need.
- Ensure appropriate support is in place at each stage (entry, progression, completion).
- Strengthen the overall student experience by improving clarity, responsiveness, and consistency of support.

6. Access, participation and inclusion

- Support delivery of the organisation's commitment to widening participation and diversifying the profession.
- Ensure services are inclusive and responsive to the needs of students from diverse and underrepresented backgrounds.
- Work to reduce barriers to engagement and success.

7. Safeguarding and wellbeing oversight

- Ensure robust safeguarding processes and appropriate escalation of risk
- Provide oversight of student wellbeing, disability support, and safeguarding arrangements.
- Ensure appropriate processes are in place for identifying and responding to student risk and vulnerability.
- Promote early intervention and a supportive student environment.

8. Leadership and team management

- Line manages a multidisciplinary team, providing clarity, support, and accountability.
- Develop a collaborative and student-focused team culture.
- Ensure roles and responsibilities are clear and aligned to service priorities.

9. Collaboration and institutional contribution

- Work closely with colleagues across academic and professional services to ensure alignment.
- Contribute to institutional priorities relating to student outcomes and experience.
- Ensure student support provision is understood and effectively utilised across the organisation.

Person Specification (Essential criteria)

- Experience of managing or coordinating student services or student-facing provision within higher education or a similar environment.
- Demonstrable ability to organise, improve, or develop services across multiple areas.
- Strong operational and organisational skills, with the ability to bring structure and clarity to complex environments.
- Experience of using data and feedback to inform service improvement.
- Experience of managing staff and supporting team development.
- Experience working with student wellbeing / safeguarding / support services
- Understanding of student needs, including wellbeing, inclusion, and support for diverse student groups.
- Degree (or equivalent professional experience)
- Demonstrable experience of managing risk and escalation in a student-facing context

Person Specification (Desirable criteria)

- Experience across more than one of the following areas:
 - wellbeing and disability
 - academic support
 - careers and employability
 - library or student services
- Knowledge of access and participation priorities in higher education.
- Experience of working in smaller or specialist institutions.
- Safeguarding Training (level 3 or equivalent)
- Qualification in Mental Health, counselling, or similar

Other information

You will be expected to demonstrate, at all times, your commitment to:

- Metanoia values and regulations, including Metanoia's social, economic, and environmental responsibilities.
- Metanoia's Equality, Diversity and Inclusion responsibilities and ensure that you engage in the successful implementation of Metanoia's Equality, Diversity and Inclusion Policy, and;
- their Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the Institute.

Metanoia Institute is an equal opportunity employer committed to fostering an inclusive and diverse workplace. We do not discriminate on the basis of race, religion, colour, national origin, sex, gender, gender expression, sexual orientation, age, marital status, or disability status.

We strive to ensure that individuals with disabilities receive reasonable accommodations to participate in the job application and interview process, perform essential job functions, and access other benefits and privileges of employment. If you require accommodations, please do not hesitate to contact us to discuss your individual needs.

We value diversity and are dedicated to creating an environment where all employees can thrive.

Version Control

Version	Date	Author	Description
0.1	07/04/2026	Hannah Friend	Finalised draft sent to P&C.
0.2	08/04/2026	Alan Miller	Final copy for recruitment.