Role: Student Success Team Manager

Reporting to: Director of Student Success

Direct reports: Student Success Tutors

Location: London College of Contemporary Arts (LCCA) - Tower Hill & Aldgate - Cross Campus

Salary: Competitive

Role Summary

London College of Contemporary Arts (LCCA) delivers industry-focused higher education across creative and professional disciplines, built on a progressive, student-centred learning and teaching methodology. The Student Success Team Manager leads and oversees the Student Success Tutor (SST) team, ensuring consistent, high-quality academic support across campuses throughout the student journey.

A core focus of the role is data-driven decision making: interpreting engagement, attendance, assessment, and outcomes data to prioritise intervention, target team resource, and evidence impact on retention and achievement. You will be an experienced, people-focused leader who champions LCCA's philosophy of experiential teaching, chunked learning, deliberate reflection, and precise feedback — turning insight into action and empowering a diverse team of tutors to help every learner achieve their full potential.

Key responsibilities

Leadership & Team Management

- Lead, supervise, and allocate the SST team across campuses, programmes, and levels of study.
- Set and review team and individual objectives through regular one-to-ones, appraisals, and performance management.
- Recruit, induct, train, and develop SST staff (including probation), and plan and deliver ongoing CPD.
- Act as first escalation point for complex academic cases and deputise for the Director of Student Success as required.

Academic Support & Delivery Oversight

- Maintain current knowledge of LCCA courses and oversee 1:1 support, workshops, group sessions, and proactive engagement.
- Ensure SST guidance aligns with curriculum requirements, assessment frameworks, and learning outcomes.
- Set service standards for personal academic tutoring, SMART goal setting, and early intervention.
- Coordinate classroom cover and provide direct academic support where required.

Data, Insight & Decision-Making

- Own the SST team's use of engagement, attendance, assessment, and progression data to identify at-risk students and prioritise intervention.
- Translate data into decisions — targeting team resource, shaping workshops, and allocating support where it will have the greatest impact.
- Build and maintain dashboards and reports that give the team and senior management timely, actionable insight.
- Analyse outcomes and awarding gaps to drive service improvement and inform SMT decision-making, evaluating whether interventions worked.

Collaboration & Signposting

- Work with academic, wellbeing, and careers teams to support engagement and progression, signposting to specialist teams as needed.
- Represent the SST team in cross-departmental meetings, committees, and working groups.

Quality, Compliance & Improvement

- Lead continuous improvement of the SST model in line with institutional priorities and sector best practice.
- Ensure compliance with academic regulations, safeguarding, equality, and data protection, and completion of mandatory training.
- Support LCCA's regulatory commitments: OfS Conditions B1–B3 and E2, and the QAA Quality Code (Student Engagement, Learning and Teaching, Assessment, Enabling Student Achievement).Qualifications & Experience

Person Specification

Essential :

- Bachelor's degree in a relevant discipline.
- PGCE, QTS, or a recognised teaching / coaching / mentoring qualification (held or working towards).
- Leading, supervising, or managing staff in an academic or educational support setting.
- Delivering academic support and developing student success / retention initiatives.
- Using data and dashboards to monitor performance, target intervention, and produce insight-led reports.
- Teaching or supporting learners in FE / HE, and delivering staff CPD.
- Strong understanding of curriculum, levels of study, and assessment in HE.
- Strong leadership, people-management, and communication skills.
- Confident analysing data and translating insight into decisions and action.
- Proficiency with LMS, dashboards, and student data / support systems; commitment to inclusive education and widening participation.

- Student-centred ‘can-do’ approach; calm and credible under pressure.
- Evidence-led and analytical, with a commitment to continuous improvement and the values of the Group.
- Collaborative, inclusive, and proactive.

Desirable :

- Master’s degree in a relevant discipline.
- Evidence of ongoing CPD (e.g., Advance HE Fellowship).
- Previous experience within a UK FE / HE institution.
- Personal academic tutoring and managing complex student cases.
- Contributing to quality assurance or regulatory compliance (OfS, QAA).
- Knowledge of the OfS regulatory framework and QAA Quality Code.
- Understanding of safeguarding and data protection in education.

About you

- Empathetic, student-centred approach with strong commitment to equality, diversity and inclusion.
- Proactive problem-solver with attention to detail and sound professional judgement.
- Collaborative team player who can build positive relationships across academic and professional services.
- Adaptable and resilient with the ability to work effectively in a fast-paced environment.

What we offer

- Competitive salary and pension scheme.
- Generous annual leave entitlement and access to flexible working arrangements.
- Professional development opportunities, including training and career progression pathways.
- Employee wellbeing programmes and access to counselling services.

How to apply - application process

Please submit a CV and a supporting statement outlining how you meet the essential criteria and your approach to student success. Applications should be made via our online careers portal by the closing date. We are committed to recruiting a diverse workforce and welcome applications from all sections of the community.

We are committed to ensuring our workforce is reflective of our diverse student population, striving to increase the representation of age, disability, gender identity and expression, religion, race, sex, sexual orientation, and socio-economic background of our employees.

We're also committed to providing adjustments to those who may require support with the recruitment process - please contact the LCCA Talent Acquisition Team ***collegedivisionrecruitment@gus.global***

Please note: For this opportunity, you must be able to prove you have the right to work in the UK - if in doubt please visit the following link Employers' right to work checklist - ***GOV.UK*** *(****www.gov.uk****). Please note we are not a licenced sponsor.*

Division: London College of Contemporary Arts

Department: Operations

Role: Student Success Team Leader

Locations: London, UK (The Amp, E1 1LA), London, UK (Sceptre Court, EC3N 4DX)

Employment type: Full-time

Job type: Permanent