

DESCRIPTION FOR CANDIDATES

Title:	Junior/Senior Student Support Officer
Starting Salary:	£26,500 - £28,000 (<i>experience/position dependent</i>)
Location:	Loughborough
Hours of Work:	40 hours/week
Duration:	Full-time Permanent
Responsible to:	CEO: Martin MacDonald <i>Head of Nutrition:</i> Sarah Duffield

SUMMARY OF POSITION

The Mac-Nutrition Collective is a syndicate of companies working to promote & further evidence-based nutrition, through education (www.Mac-NutritionUni.com), mentoring (www.Mac-NutritionMentoringLab.com) and consultancy (www.Mac-Nutrition.com & www.Martin-MacDonald.com).

The Student Support Officer role is an exciting opportunity to join a young, vibrant, and world-renowned company in the field of nutrition. Be part of a unique and developing core team in a fast moving and ever adapting environment where your opinions and thoughts are valued.

This is a vital position where accurate, professional, and timely support must be provided to our students via e-mail, telephone, WhatsApp, and social media, as well as at our in-person events. You will also support the administration and customer service team across a wide variety of administrative tasks related to the management of student records, data and academic progress.

For the Junior position, full training & support will be provided on all aspects of the job and there is scope for significant career progression within the company. The Senior position will also come with training & support on any areas required.

We would encourage and support the successful candidate to develop the role to make it their own and gain skills and responsibilities that suit their strengths and preferences, ultimately establishing themselves as an integral member of the Mac-Nutrition Collective team.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

Essential

- Excellent written and verbal communication skills
- Computer proficiency with IT systems, MS Office, Web Browsers and Mac Mail/Gmail
- GCSE (or equivalent) in English Literature and Language (Grade B/6 or above)
- GCSE (or equivalent) in Maths (Grade B/6 or above)
- 3+ years of demonstrable experience working in a similar administrative or Student Support role (*Senior position only*)

Desirable

- Experience within a service-based industry, administration, student support or customer service role
- Ability to touch-type
- Aware of The Mac-Nutrition Collective and our activities
- BSc or BA (2:1 or above)
- Any knowledge or experience in email marketing platforms (e.g. MailChimp)

SKILLS AND ABILITIES

Essential

- Ability to communicate clearly and fluently, in English
- Demonstrate a strong sense of ownership and teamwork
- Strong organisational skills with the ability to multitask, prioritise own workload, and balance conflicting demands and tight deadlines
- Excellent attention to detail and accuracy

PERSONAL DISPOSITION

- Displays an energetic, positive, helpful and 'above and beyond' can-do (not a clock-in, clock out) attitude with a willingness to get involved in a wide variety of tasks
- Willing to support others in the pursuit of business goals
- Highly motivated with a passion for the brand vision
- Honest, loyal, hard-working and reliable

KEY OPPORTUNITIES AND ACTIVITIES/DUTIES

- Providing excellent customer service/support to our students, prospective students, and graduates via a range of communication channels (email, WhatsApp, telephone and social media)
- Helping to maintain student records within our database; processing bookings, orders and payments; running student payment audits & progress reports; filing and all other basic office duties
- Creating/managing email campaigns & automations to ensure students are kept up to date with important course information and updates
- Supporting the team to coordinate all aspects of the enrolment/admissions process, as well as the course completion/graduation process
- Any other duties as may be requested

APPLICATIONS

Please complete the application form by following [this link](#)

Deadline for applications: Sunday 4th January 2026

Please submit your application as early as possible: Interviews will be completed on an ongoing basis for the right applicants, and we reserve the right to close this vacancy early.