



## Enquiry Experience and Funding Lead

Bristol SU is seeking a motivational team leader - someone who really gets customer service, can develop lean and efficient processes, and who can inspire others to be great ambassadors for our organisation.

### What's the job?

**Role:** Enquiry Experience and Funding Lead

**Hours:** 35 Hours per week

**Salary:** £30,848 to £35,228. The starting salary for this role is £30,848 FTE. The Grade range for this role is £30,848 to £35,228 FTE and pay can progress annually through the band in line with our pay and reward policy.

**Contract:** Permanent

**Closing date:** Friday 27th February 2026, 9am

### Who are we?

Part business, part charity, part membership body – Bristol SU is a seriously fun place to work. Our professional staff do something extraordinary every day: we support student leaders to give people a voice in their education, help people get the most out of their student experience and help people make the change they want in the world. We have over 26,000 members, 400 clubs and societies, a diverse range of professional services, and an innovative strategy that will help to create an inclusive and supportive University community.

### What will you bring?

- You'll have experience in developing enquiry management processes, and will have worked in a customer, client or student-facing role
- You'll be able to communicate using a range of channels, bring people together, and build strong professional relationships
- You know how to use digital systems and platforms to improve workflow, and you can problem-solve and develop innovative solutions
- You're a skilled communicator, and a motivational team leader

### Why apply?

Because you're excited to make a difference!

We offer lots of great benefits including enhanced pay for parents taking maternity, adoption or shared parental leave, a competitive salary for the non-profit sector, a generous pension scheme and at least 40 days' holiday. We're committed to helping you achieve a healthy work-life balance through flexible working and are open to considering requests for part-time working. We provide professional training so that whatever your chosen field of work, with the right mix of challenge and support, you'll gain fantastic experience, and room to develop and advance your career.

We are proud to have been recognised through numerous accreditations and awards that demonstrate our commitment to creating a positive and supportive culture. We have appeared in the Inclusive Companies top 100 list and have won a number of awards for our commitment to diversity, including best Students' Union. No wonder 87% of our employees would recommend Bristol SU as a great place to work!

**Equality, Diversity and Inclusion are central to life at Bristol SU. We approach our work with positivity and celebrate our diverse and unique communities. Our people are proud of our values and care about creating diverse and supportive communities that are inclusive of age, disability, gender, identity, race, religion, sexual orientation and experience.**

**Bristol SU strives to have an inclusive culture and an environment for all, underpinned by respect and compassion, where everyone feels welcomed, included, supported, valued and safe. Bristol SU recognises that candidates from some backgrounds/ identities may face additional barriers throughout their careers and when applying for new roles across the sector. We are committed to taking positive action to expand the diversity of our staff team by offering two guaranteed interview schemes – a scheme for people of colour and a scheme for disabled people.**

**Be yourself, be proud of the work you do and build a career in a place that knows different is good.**

## **Key dates**

- Closing Date: 27 February 2026, 9am
- Shortlisting: 4 March 2026
- Interviews: 10 March 2026

**Please visit our website to download our Applicant pack for more information before submitting your application.**

For general enquiries, please contact us at [bristolsu-people@bristol.ac.uk](mailto:bristolsu-people@bristol.ac.uk).