## **JOB DESCRIPTION – CENTRE SUPPORT OFFICER**

**JOB TITLE:** Centre Support Officer

**DEPARTMENT:** Customer Experience

**LOCATION:** Hybrid (4 days in centre, 1 home)

**POSITION:** Full-time, permanent

**REPORTS TO:** Centre Support Manager

**JOB PURPOSE**

You’ll be helping our students get the answers and information they need to learn, develop and progress. You ultimately make things happen and put smiles on faces.

From timetables, programme queries, payments and course deadlines, you’re an oracle of epic proportions. If you went on Mastermind, your specialist subject would be BPP.

You’ll be providing friendly and professional support to BPP customers in-center. Your days will be fast-paced and busy. But you’ll have a team around you, all working together on one common goal: delighting customers and providing them with the information that they need.

**PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES:**

Responsibilities include but are not limited to:

* To respond to student queries face-to-face, in-centre by consistently providing a high-quality service to all students
* Taking accountability for a student’s query and escalating to the appropriate team where necessary
* To work independently whilst using your own initiative when dealing with unexpected student problems, referring more complex cases to the appropriate manager
* Assist with enrolment, both pre-arrival and in-centre, ensuring we make our students feel welcomed and delighted at the earliest opportunity
* Actively support students in any conversations/correspondence that they encounter to promote international student well-being
* Support creating and hosting a variety of online workshops to support students throughout their studies
* Proactively keeping up to date with any changes to BPP’s products/services or processes/procedures and to ensure compliance and best practice with relevant University policies and procedures
* Respond to student queries via online channels such as ‘case management’
* Be flexible and adaptable to effectively support and contribute to developments and improvements within the business and team
* Work closely with various internal departments such as Students Association to deliver engaging events online and at BPP centre premises.
* Dealing with emergency issues that may arise as and when required to ensure students are emotionally supported and prepared for learning in a safe environment. Responding immediately to any Safeguarding issues
* Being empathic to individual customer requirements and emotional states, while ensuring customer requests are handled firmly and sensitively
* Other activities as and when required by the company

**SKILLS, EXPERIENCE & QUALIFICATIONS REQUIRED**

* Experience of working in a student centric, service culture environment
* Thrive on working in a fast-paced performance managed, demanding customer service business
* Experience of working cooperatively, flexibly, and effectively, as part of a team whilst being able to demonstrate individual accountability
* Outstanding communication skills, including the ability to effectively adapt your style to provide clear and professional messaging to customers
* Well organised and self-disciplined with the ability to multitask, work quickly and calmly under pressure, while maintaining excellent and accurate attention to detail
* Positive, responsive, and approachable attitude to conflicting customer demands
* Ability to absorb, retain and deliver information clearly, simply and accurately in order to best advise our customers
* The ability to effectively plan, organise and prioritise workload in line with SLAs and KPIs