**JOB DESCRIPTION**

**JOB TITLE:** Student Enrolment Officer

**DEPARTMENT:** University Operations

**LOCATION:** London East (Portsoken) up to 5 Days

**POSITION:** Full-time, permanent

**REPORTS TO:** Enrolment Manager

**JOB PURPOSE**

As a Student Enrolment Officer, you are responsible for ensuring new international students are successfully enrolled on to their programme at BPP. You’ll ensure students are effectively tracked, all enrolment documentation is submitted and validated.

**PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES:**

Responsibilities include but are not limited to:

* Providing students with a welcoming and positive onboarding experience, including enrolment and orientation.
* Ensure students feel the “wow factor” on-site by maintaining up-to-date displays, posters, and signage.
* Respond to student queries and concerns on non-academic matters and liaise with appropriate departments as necessary.
* Escalate complex issues to senior staff when necessary to ensure timely resolution.
* Maintain accurate records and information for students using the MS Office suite, the CRM system, Salesforce, and internal student information systems.
* Help to develop processes and suggest improvements for an effective student enrolment.
* Record and report on the impact of visa refusals or border stops, ensuring accurate updates to student records and appropriate support is provided.
* Manage students unable to arrive on time, coordinating extensions or deferrals as needed.
* Responsible for the re-enrolment of undergraduate students into each year of study.
* Handling payments for deposits, first instalments and further outstanding fees where necessary.
* Build and maintain strong relationships with key BPP operational and service teams.
* Ensure enrolment spaces and equipment (e.g., ID card printers) are functional and well-equipped.

**SKILLS, EXPERIENCE & QUALIFICATIONS REQUIRED – ESSENTIAL**

* Experience of working in a face-to-face service delivery environment
* Have a flexible and responsive approach to workload and prioritisation
* Demonstrable experience of commitment to improving service and customer satisfaction
* Ability to coordinate complicated operational challenges
* Have a flexible and responsive approach to workload and the ability to proactively prioritise accordingly
* Previous line management experience
* Lead by example and be a role model for the BPP Values

**SKILLS, EXPERIENCE & QUALIFICATIONS REQUIRED – DESIRABLE**

* Ideally educated to degree-level, however applications from candidates with appropriate and relevant work experience or other equivalent qualifications will also be considered
* Experience of working in higher education, however other relevant industries of experience will also be considered.