

**Job Description**

**Job Title:**  **Programme Support Officer**

**Department: Professional Development**

**Location: Home and office based (Manchester or London)**

**Contract type: Full time and permanent**

**Hours of work: 37.5 hours per week**

**Reporting to: PQ Programme Operations Manager**

**Job Purpose**

The Programme Support Officer plays a pivotal role in the setup and administration of Professional Development’s BTT/BTR and Insolvency qualification programmes. Your primary responsibilities will revolve around delivering exceptional service to our customers, alongside timely fulfilment of administrative and communications tasks. You will actively contribute to the successful setup and delivery of professional qualification programmes, overseeing their progress from initiation to completion.

You’ll be joining a fantastic team that thrives on collaboration and celebrates success together. With a positive and supportive work environment, you’ll have all the resources and training you need to excel in your role.

**Key Responsibilities**

**Communication and Enquiries:**

* Proactively handle telephone and email enquiries regarding PD products, including providing accurate information, processing bookings, assessing applications, issuing joining instructions, booking transfers, deferrals, invoice queries, and cancellations.
* Maintain accurate and up-to-date email templates to address frequently asked queries.
* Ensure the accurate and timely execution of all PQ-related processes and communications while adhering to established procedures and set SLAs.
* Addressing initial complaints received from candidates and others in accordance with BPP complaint procedures.
* Adhere to strict deadlines to produce accurate information for various internal teams and external bodies.
* Providing client reporting in accordance with our agreement.

**Programme Administration and Support:**

* Assist the PQ Programme Operations Manager and Heads of Programme in the setup and delivery of Professional Qualification programmes.
* Maintain accurate and consistent information documentation and candidate records.
* Coordinate and facilitate administrative tasks as scheduled
* Prompt and precise processing of applications under strict deadlines during application periods in candidate records and on systems such as Salesforce.
* Set up and maintain virtual learning environment access, content and online assessment submission points.
* Contribute to the processing of assessment results, release and feedback.
* Provide both technical and administrative support during online training sessions and assessments, with occasional weekend coverage required—compensated appropriately.
* Ensure timely provision of required information to delegates regarding their studies.
* Monitor course capacity, identify over/under-capacity courses, and take appropriate action to maximise revenue.
* Assist the PQ Programme Operations Managers in maintaining and updating guidance and operations manuals to document current programme information and processes.
* Assist with training for the wider team to ensure adequate holiday cover and contingency processes are in place.

**Team Collaboration and Relationship Management:**

* Collaborating with team members in manging workload.
* Foster strong inter-departmental relationships and effective communication within the company and with external bodies.
* Adhere to data protection guidelines and maintain customer confidentiality.
* Support the Management Team with any necessary tasks to ensure the smooth operation of the team.
* Assist the wider operations team when required.
* Undertake any other duties as required in an efficient and effective manner.

**Skills, experience & qualifications required – Essential**

* Experience working in a fast-paced, operational environment.
* Self-motivated and approaches problem-solving proactively and creatively.
* Strong organisational and time management skills, with ownership of workload.
* Ability to work well under pressure and effectively prioritise tasks.
* Maintains a consistent high level of accuracy and exceptional attention to detail.
* Communicates clearly and professional, both verbally and in writing.
* Demonstrates proficiency in Microsoft Office 365 Suite (Outlook, Excel, Word, SharePoint etc.) at an intermediate level or above.
* Works effectively within a team and embraces collaboration.
* Works independently with minimal daily supervision.
* Adopts an agile mindset and readily adapts to changes to meet evolving business requirements.
* Proactive mindset with the ability to contribute ideas for process improvement.
* Experience working with data and spreadsheets, including data processing and management.

**Skills, experience & qualifications required – Desirable**

* Prior experience in an educational environment.
* Familiarity with customer relationship management tools such as Salesforce.