

**BPP Job Description**

**Job Title** Product Set Up Assistant

**Department** Operations (UK Planning and Scheduling)

**Location** Manchester St James

**Additional details** Hybrid

**Contract type** Full time and permanent

**Hours of work** 37.5 per week, Monday - Friday

**Reporting lines** Product Setup Team Leader

**Job Purpose**

* To support the effective and efficient setup of products in our BPP Systems (including programme reference data, financial data and course/exam/learning material products) across our Professional Qualifications, Professional Development, Apprenticeships, University and Learning Media business areas
* To maintain the Product Catalogue with any changes as required, including but not limited to date or capacity changes, cancellations, and ad-hoc setup
* Ensure the effective communication to the wider business regarding new or amended products

**Key Responsibilities**

* Assist in setting up course/material products on relevant BPP systems, working closely with key stakeholders to ensure agreed deadlines are met.
* Process any changes to capacity, location or date of courses, as well as any cancellations, ensuring such changes are communicated to relevant parts of the business.
* Answer queries both by MS Teams calls and emails from internal BPP staff.
* Maintain accurate records of all correspondence in regards to set up, ensuring there is a clear and consistent timeline and documented evidence of actions and communications.
* Follow compliant procedures at all times
* Assist in any data gathering/manipulation activity as required to support the successful setting up of course/material products
* Work with other Operational Teams to build data in systems
* Deal with queries, issues and other ad-hoc duties relating to Product Setup
* Be able to trouble shoot issues and investigate system behaviors
* Assist with various upskilling tasks for new starters
* Perform any other reasonable duties as instructed by the Product Setup Manager

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

* Well organised and self-disciplined with the ability to prioritise under pressure – sometimes to short deadlines
* Able to build good working relationships across all levels
* Able to work in a team and independently
* Attention to detai
* Strong communication skills, both verbal and written
* Computer literate with systems/database experience

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

* Customer service experience
* In depth knowledge of BPP products and services
* Higher education knowledge and experience

*BPP actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates.  BPP will select candidates for interview based on their skills, qualifications and experience. Please note that for those posts that are exempt from the Rehabilitation of Offenders Act 1974, the successful candidate will be required to undertake a DBS check in addition to BPP undertaking any necessary online searches. This is deemed appropriate and necessary from a safeguarding perspective, and in line with BPP’s safer recruitment practices.*