**BPP Job Description**

**Job Title** Head of Attendance and Engagement

**Department** **University Operations**

**Location** **London Portsoken Street**

**Additional details** Hybrid – 3 days in centre

**Contract type** **​Full time and Permanent​**

**Hours of work** Monday – Friday, 09:00-17:30

**Reporting lines** Deputy Director of University Operations

Direct Reports: Attendance Operations Manager(s), Student Conduct and Risk Manager

**Job Purpose**

The Head of Attendance and Engagement will develop the strategy to monitor attendance, engagement and conduct for all student types across the BPP Group in line UKVI compliance policies for visa sponsored students, and supporting academic objectives. The role holder must ensure the system to record attendance is fit for purpose, and all policies are compliant with regulatory bodies.

This person will work closely with key stakeholders in Product & Technology, Schools, UKVI Compliance and Academic Quality. This role will be an expert/contact point for the business for attendance The individual will leverage their knowledge and expertise to address operational challenges with targeted, impactful solutions.

**Key Responsibilities**

* Lead on developing BPP’s engagement monitoring strategy to remain compliant and support academic objectives
* Ensure strategy adheres to engagement policies set out by regulatory bodies; UKVI, Ofsted and OfS
* Working alongside Academic Quality and school departments to operationalise engagement and support policies
* Manage the administration of the University’s QR attendance system and continue to improve effectiveness of attendance recording methods
* Ensure reporting on attendance and online learning is effective and usable.
* Support the continued roll-out of the Tutor Attendance Portal, and lead on future technology improvements
* Provide accurate and regular reporting updates to key stakeholders, including identifying at risk students
* Ensure adequate processes are put in place to monitor and penalise attendance conduct concerns.
* Support holistic engagement and conduct processes for non-enrolment and non-payment of fees.
* Accountable for students at risk of termination due to non-engagement and received all appropriate interventions.
* Lead on quarterly engagement committee to review and analyse monitoring outcomes.
* Ensure the integrity and governance of attendance monitoring data across all programmes, driving continuous improvement through identification and resolution of discrepancies
* Escalation point for complex absence cases, ensuring formal referrals to the appropriate support teams are made
* Act as primary lead on system issues liaising with IT and other stakeholders to ensure contingency plans are actioned and issues are resolved in a timely manner

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

* Experience of managing data and analysing large data sets
* Customer Service experience of responding to enquiries and requests from a range of service users
* Experience of managing or leading a team
* Excellent organisational skills including a proven ability to meet strict deadlines
* Knowledge of Student Records Systems and related software
* Experience of dealing with complex information and providing guidance in line with university policy

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

* Understanding of the Higher Education sector in relation to attendance, progression and attainment
* Previous experience of working with a diverse student body
* Experience of using Banner or other student records systems

*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.*