**JOB DESCRIPTION**

**JOB TITLE:** Student Support Officer

**DEPARTMENT:** Customer Experience

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

**POSITION:** Full-time, permanent

**REPORTS TO:** Head of Online Student Support

**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 via offline channels including telephone and case management. 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 they need.

**PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES:**

Responsibilities include but are not limited to:

* To respond to student queries via various channels in a timely manner, either via phone, email or sometimes even face-to-face
* 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 and use own initiative when dealing with unexpected student problems, referring more complex cases to the appropriate manager.
* Maintenance of student data and systems as required.
* 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
* Be flexible and adaptable to effectively support and contribute to developments and improvements within the business and team
* 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 contact center 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
* Excellent communication skills, including the ability to communicate effectively and professionally with customers and external enquirers
* 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