



BPP Job Description

Job Title	Programme Operations Administrator
Department	School of Business
Location	Home and office based
Contract type	Full time and permanent
Hours of work	37.5
Reporting lines	Programme Operations Manager

Job Purpose

BPP Business School is a fast-growing school specialising in supporting international students from around the world to achieve their career goals. We offer a specialised portfolio of programmes in various centres in the UK with intakes throughout the year and we are always striving to enhance the student experience. We are a dynamic and friendly school, and we take pride in our staff development opportunities. We look for energetic and innovative staff who are passionate about helping people and who want to make a difference.

The Programme Operations Administrator will be responsible for facilitating the smooth running of the Business School by providing consistent, proactive, high-quality administrative support. The role will be primarily responsible for maintaining organisational administrative processes, including programme tracking, progression, online platform provisioning and maintaining a database of organisational files containing accurate records of the programme cycle.

Key Responsibilities

This role will encompass a variety of key operational tasks, such as:

- Setting up grouping trackers for relevant programmes after progression and liaising with the relevant teams
- Liaising with relevant teams regarding student study plans, student timetable or grouping changes and respond to subsequent student queries
- Updating student milestone trackers and students' journey following progression rounds and status changes
- Creating online platform pages, teaching forums, uploading session recording links and any other assets required to the online platform
- Support with online platform provisioning and grouping and any subsequent student queries
- Order materials for programmes that make use of hardcopy materials

- Timetabling of students and reconciling number of students timetabled with the students in the cohort
- Student placement tracking and updating systems as appropriate
- Status checks such as live status, SOA, location and cohort checks and key data updates to student tracking
- Setting up sit lists for first time exam sitters and exam resitters and liaising with the relevant teams on any changes or updates
- Assisting with international arrivals by checking students have been provisioned to cohort pages
- Setting up datasets for teams within the school as and when the need arises
- Creating and tracking student surveys and data
- Support operational teams in the school as and when is required
- Any other ad hoc tasks as required by the school

Skills, experience & qualifications required - Essential

- Strong attention to detail
- Exceptional planning and organisational skills
- Able to work with large, complex data sets
- Excellent computer/IT skills including Microsoft Teams, Outlook, Word and Excel
- The ability to work well in a team and be collaborative
- Strong numerical skills to enable you to analyse data
- Self-motivated, with the ability to work using your own initiative
- Ability to work under pressure, sometimes to tight deadlines
- Excellent communication skills - both verbal and written
- Have a strong desire and capability to learn new skills and new technologies

Skills, experience & qualifications required - Desirable

- Knowledge of the higher education sector
- Experience in supporting students 'off track'
- Familiarity with Banner or a similar SIS
- Experience of developing new processes
- Experience in supporting students who are off track with their studies
- Experience of developing new processes