

**BPP Job Description**

**Job Title** University Central Administration Officer

**Department** University Central Administration

**Location** London Portsoken Street

**Additional details** Hybrid Working

**Contract type** Full time and permanent

**Hours of work** 37.5 per week

**Job Purpose**

The University Central Administration Officer is responsible for maintaining the accuracy if the students’ records from the point of registration to conferment of award and assisting with the resolution of student queries by various means of communication including our case management system and email. They are also involved in the production of student ID cards for all campuses across the country, as well as Distance Learning students.

**Key Responsibilities**

* Monitoring and processing changes to the student record from staff, faculty and other departments within the University.
* Maintaining an accurate, central record of information relating to students including personal details, identification and qualifications documentation, correspondence etc and any changes to registration details.
* The accurate monitoring, management and reporting of interruptions of study, transfers, suspensions, withdrawals and more.
* Responding to student queries via our Case Management System (CMS – Salesforce) and email in customer centric and timely manner.
* Liaising with different departments, such as the Schools, Visa Compliance and Academic Quality, to resolve these queries.
* Creating and developing reports, using appropriate end user tools.
* Assisting with projects from time to time.
* Helping with the production of ID cards.
* Helping other teams within the University Central Administration department, such as the Exams Queries or the Graduation team, during peak period.
* Graduate and student reference processing.

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

* Knowledge of the Higher Education Sector
* Excellent attention to detail
* Administrative experience, preferably in the education sector
* Advanced knowledge of Microsoft Outlook, Word and Excel
* Problem-solving skills
* Strong organisational skills with the ability to successfully multi-task
* Ability to work effectively under pressure
* Proactive, with the ability to work within a team
* Self-motivated with an ability to thrive under pressure
* Customer-focused with the ability to communicate at all levels with internal and external stakeholders
* Good track record of GDPR compliance

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

* Ideally the candidate will be educated to a degree level – however applications from
* Knowledge of Banner or a similar student information system
* Experience of working with Sales Force
* Experience of working with a recognised Student Records Database
* Experience of working with/adapting to change

**Pre-employment Checks**

* DBS Check

*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.*