**JOB DESCRIPTION**

**JOB TITLE:** Enrolment Manager

**DEPARTMENT:** University Operations

**LOCATION:** London East (Portsoken) 5 Days

**POSITION:** Full-time, permanent

**REPORTS TO:** Head of University Operations

**DIRECT REPORTS:** Enrolment Officers

**JOB PURPOSE**

As Enrolment Manager, you’ll lead a team of enrolment and international arrivals officers to deliver a welcoming, customer-focused experience for new students. You’ll ensure students are effectively tracked, all enrolment documentation is complete, and processes are fit for purpose. You’ll also support team development, fostering skills and talent to align with succession planning goals.

**PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES:**

Responsibilities include but are not limited to:

* Manage resource deployment across the site to ensure adequate cover and smooth operations.
* Work with Facilities and IT to ensure enrolment spaces and equipment (e.g., ID card printers) are functional and well-equipped.
* Ensure new students receive a welcoming and positive onboarding experience, including enrolment and orientation.
* Manage arrivals information and ensure schools are kept up to date with student data.
* Ensure students feel the “wow factor” on-site by maintaining up-to-date displays, posters, and signage.
* Resolve escalated student concerns to ensure satisfaction and timely problem resolution.
* Review the impact of visa refusals or border stops, ensuring appropriate support and accurate record updates.
* Manage students unable to arrive on time, coordinating extensions or deferrals as needed.
* Build and maintain strong relationships with key BPP operational and service teams.
* Oversee front-line employees to achieve departmental objectives related to SLAs, student satisfaction, quality, and customer service.
* Proactively manage team performance, Conduct regular 1:1s, half-yearly, and annual appraisals, ensuring individual objectives align with departmental and business goals.
* Provide accurate and timely reporting to management and stakeholders.
* Review and enhance team KPIs and SLAs to drive continuous improvement.

**SKILLS, EXPERIENCE & QUALIFICATIONS REQUIRED – ESSENTIAL**

* Experience of working in a face-to-face service delivery environment
* Have a flexible and responsive approach to workload and prioritisation
* Demonstrable experience of commitment to improving service and customer satisfaction
* Ability to coordinate complicated operational challenges
* Have a flexible and responsive approach to workload and the ability to proactively prioritise accordingly
* Previous line management experience
* Lead by example and be a role model for the BPP Values

**SKILLS, EXPERIENCE & QUALIFICATIONS REQUIRED – DESIRABLE**

* Ideally educated to degree-level, however applications from candidates with appropriate and relevant work experience or other equivalent qualifications will also be considered
* Experience of working in higher education, however other relevant industries of experience will also be considered.