**JOB DESCRIPTION**

**JOB TITLE:** SeniorCentre Support Officer

**DEPARTMENT:** Customer Experience

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

**POSITION:** Full-time, permanent

**REPORTS TO:** Centre Support Manager

**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 in-center. 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 with the information they need.

**PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES:**

Responsibilities include but are not limited to:

* Act as an escalation when required for the Centre Support Officers when dealing with more complicated issues and student queries
* Delegation of student queries/centre support queries to relevant team members
* To respond to student queries face-to-face in-centre by consistently providing a high-quality service to all students
* Working closely with centre managers and online team managers to ensure the smooth running of operations
* To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate manager
* Highlight, develop and conduct training to team members as and when required
* Assist with enrolment, both pre-arrival and in-centre, ensuring we delight our students at the earliest opportunity
* Create and host a variety of online workshops to support students throughout their studies
* Keeping up to date with any changes to BPP’s products/services or processes/procedures and to ensure compliance with relevant University policies and procedures
* Escalate any training needs to the relevant line manager
* Respond to student queries via online channels such as case management
* Being flexible and adaptable, to effectively support and contribute to developments and improvements
* Work closely and take initiative to support with delivering engaging events with various internal departments such as Students Association/Learning Support on BPP’s premises
* 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 student centric, service culture 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 and be able to demonstrate individual accountability
* Excellent communication skills, including the ability to communicate effectively with customers
* Well organised and self-disciplined with the ability to multitask, work quickly and calmly under pressure, while maintaining attention to detail
* Positive, responsive, and approachable attitude to conflicting customer demands
* Ability to absorb, retain and deliver information in order to best advise our customers
* The ability to effectively plan, organise and prioritise workload in line with SLAs and KPIs