

**BPP Job Description**

**Job Title** Programme Operations Manager

**Department**  **School of Business**

**Location**  **Home and office based**

**Additional details** Hybrid

**Travel requirements (if applicable)**

**Contract type**  **Full time and permanent**

**Hours of work** 37.5 hours per week

**Reporting lines** Reports to Head of Operations
 Programme Operations Administrators reportees

**Job Purpose**

As Programme Operations Manager you will be responsible for managing key operational activity and deadlines related to the delivery of the school's programme portfolio. Working closely with operational teams in the school, you will track cohort activity and ensure key student experience deadlines are met (not limited to student tracking, study plans and sit list creation). Supporting teams with the recording and documentation of processes will be key to helping build consistency as the school continues to scale student intakes. This role will support the online delivery of the school's portfolio, including leading on Hub provisioning and maintenance, and authoring exams.

**Key Responsibilities**

* Complete progression for programmes that have progression points
* Work with the assessment data and visa end dates (International students only) to determine to manage grouping trackers and to determine student study plans based on progression
* Work with Head of Operations to operationalise processes within programmes across the schools
* Reviewing and enhancing school KPI's and SLAs with the Head of Operations
* Ensuring accurate student data through progress tracking
* Overseeing student status changes on the student system Banner, in line with registry processes
* Reviewing Central trackers on ECs, appeals, academic misconduct to determine student journey whilst working closely with Programme Advice on student study plans
* Attendance at school committees and meetings as required
* Support with data from student tracking in relevant budget and re-forecasting periods
* Monitoring the student and staff provisioning onto the Hub for the School of Business
* Setting up the Activity Planner for Programme Operations tasks
* Leading on creation and updating of Hub module pages - including general maintenance of forums
* Managing the annual Inspera schedule and authoring of exams
* Managing International Arrivals and setting up any study plans required
* Assisting other teams with student study plans, Hub provisioning, Hub queries, timetabling queries and other role related queries
* Managing the material orders for relevant programmes
* Completing data requests regarding Hub engagement
* Manage timetabling allocations on the relevant system and work together with the Resourcing to ensure students are allocated accordingly
* Overseeing sit lists set up for exams for first sitters as well as resitters
* Any other tasks related to the role as required by the business

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

* Experience in managing operational processes
* Experience of working within a service delivery environment
* Experience of working towards KPI's and SLA's
* Demonstrable experience of commitment to improving service delivery
* Ability to manage complicated operational processes and challenges
* Excellent communication skills
* Excellent computer/IT skills including Microsoft Teams, Outlook, Word and Excel
* The ability to work well in a team and be collaborative
* Have a flexible and responsive approach to workload and prioritisation

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

• Ideally, educated to degree level, however applications from candidates and relevant work experience or other equivalent qualifications will also be considered

• Experience of working in HE environment