

JOB TITLE: Service Delivery Manager

DEPARTMENT/TEAM: Client Management

LOCATION: London

POSITION: Full Time, Permanent

REPORTS TO: Head of Operational and Service Delivery

STAKEHOLDERS:

External - Clients, Institutes, students.

Internal – Client Services Director, Head of Operations, Account Strategic Lead, Programme Manager, Client Services, Lead Tutors and Heads of Programmes, Sales Managers

JOB PURPOSE

This role is an exciting opportunity to join the BPP Commercial team as Service Delivery Manager across all programmes for our managed clients.

Working closely with key internal departments and externally with the client/institutes, the Service Delivery Manager will be responsible for ensuring the programmes run successfully, retaining and developing the client relationship and ensuring all contractual and non-contractual service delivery elements are met. You will be responsible for a service delivery team, and will act as the single point of contact for the client on service delivery matters.

PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES

Client Management:

- Manage activity within designated programmes and to act as the main point of escalation for any issues that may arise
- Responsible for liaising, on a cyclical basis, with the clients' training managers to identify number, type, location of courses required within programmes. This could be a mixture of client only and public courses
- Prepare & conduct regular client/programme reviews internally and externally
- Responsible for preparing analyses of results (course exam, pass rates) and communicating to clients an overview of key trends and variances
- Co-ordinate reporting and feedback for clients on student activity as per the contract
- Confirm content of course confirmation and joining instruction information each year with client
- Liaise with client to confirm course numbers/bookings for each year
- Work to continually improve the service provided to client, students and apprentices

Manage a Client Service Team which is responsible for the delivery of all contractual service delivery. Items including but not limited to:

- Ensuring efficient and effective administration as per the client contract:

- Room allocations
- Material procurement
- Computer Based Examination process
- Course bookings
- Course reporting
- Invoicing

Programme Management:

- Providing budget information to local centres as requested
- Liaising with all internal departments to ensure that everything is in place to ensure the end to end programme logistics run smoothly and on time
- Working with faculty to review scheduled tutors and ensure consistency on programmes
- Working with Heads of Programme to discuss and confirm any changes to the educational programme and feeding this back to the client on a timely basis
- Working with the Lead Tutors to confirm interventions required for students
- Acting as the main point of contact for the internal Client Service Team, ensuring they are kept up to date with client programme activity
- Advising internal stakeholders on all features and benefits of the programmes (excluding educational advice)
- Managing all complaint escalations according to complaints procedure.

SKILLS, KNOWLEDGE AND QUALIFICATIONS

Essential Skills

- Ability to manage complex service activity in a client/customer facing role
- Management/supervisory level experience
- Experience of managing KPIs and SLAs in a commercial environment
- High level of organisational skills, including ability to manage complex activities to tight deadlines
- Excellent communication skills: verbal and written
- Excellent planning skills: able to create high level & detailed plans
- Excellent negotiating skills, being able to influence outside of line management structure
- Experience of managing client and internal stakeholder relationships
- Ability to analyse data and communicate key information
- Proven track record of managing change, both personally and supporting others
- Proactive and professional attitude to work
- Good working knowledge of Microsoft Office

Desirable Skills

- Experience within the education/training sector would be preferred but not essential

The successful candidate will be required to undergo an enhanced DBS check and a credit check



BPP Professional Education Group



Welcome



Today BPP is both a university for the professions and a professional educator. We concentrate on the law, business and health professions and what we look for in people who come to work for BPP is a passion to be different.

We're already a global company of over 1500 people, but our ambitious growth targets mean we're always on the lookout for new talent.

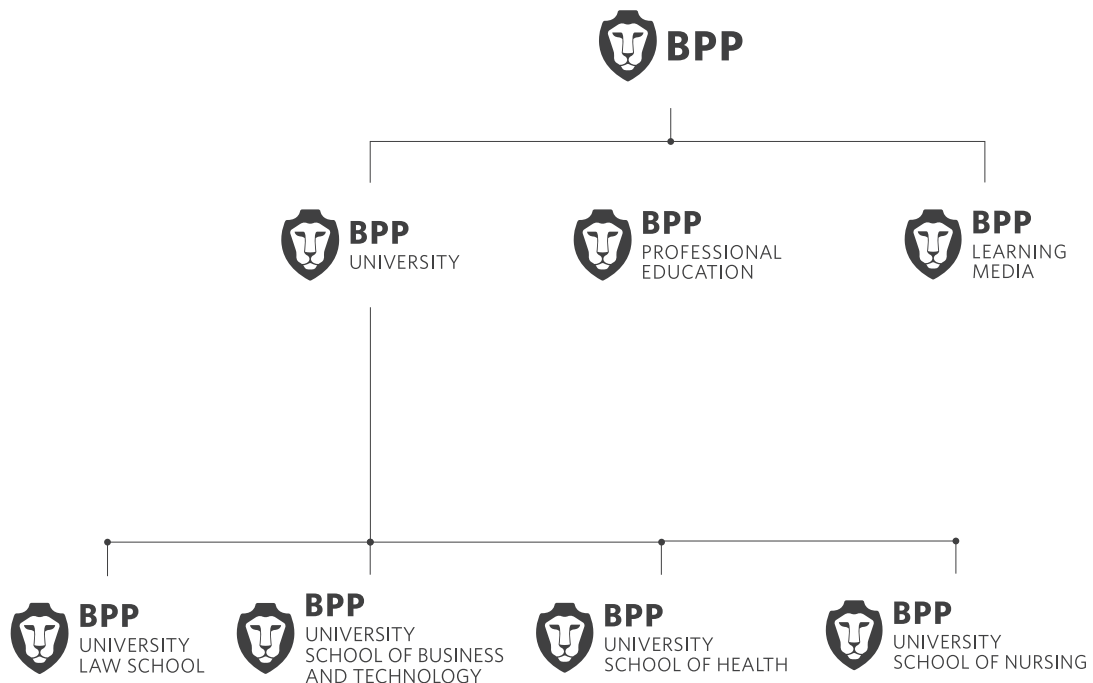
If you share our passionate and innovative approach to education, come and join the BPP team, we'd love to welcome you.



About BPP Professional Education Group

The BPP Professional Education Group, founded by Alan Brierley, Richard Price and Charles Prior (the BPP of our name), is a global education provider delivering world-class professional qualifications. The group delivers undergraduate and postgraduate degree programmes, apprenticeships and professional qualifications across the UK, internationally and through innovative online learning platforms.

When you work with BPP, you will be part of a business that really believes in supporting your personal and professional development. With so many different business areas, we offer a wide range of exciting opportunities within a culture of encouragement, respect and teamwork.



BPP University

BPP University is part of the BPP Professional Education Group. However, BPP University is a distinct legal entity with its own degree-awarding powers approved by the UK Privy Council.

Voted the UK's Best Higher Education Provider by Education Investor Magazine in 2013, we are the UK's only university solely dedicated to business and the professions. Our links with leading businesses and organisations allow us to provide a highly regarded professional education. Our programmes are designed in partnership with employers and respected professionals in the fields of law, business, finance and health.

We look for lecturers who share our passion for education and making a real difference in students' lives.

BPP University Schools

School of Business and Technology

Law School

School of Health

Learning and Teaching team



BPP University School of Business and Technology programmes have been successfully delivered to leading companies such as Lloyds Banking Group and TUI.



Over 11,000 students currently study with BPP University.



BPP University Law School was ranked in the top five universities for quality of teaching in Legal Week's 2014 annual Law Student Report.

BPP Professional Education

BPP Professional Education is one of Europe's leading specialist providers of professional education, delivering a range of industry-leading Professional Qualifications, Professional Apprenticeships, Professional Development programmes and Learning Media. We enjoy a trusted advisor status for many of our clients and institutes and offer professionals opportunities to progress through a variety of qualifications in accountancy, tax, insolvency and banking and finance.

Our courses are all supported by BPP Learning Media, which provides a wide range of learning materials for students, colleges and bookshops all over the world.

As one of the world's leading providers of top quality printed and digital learning resources, BPP Learning Media supports tuition providers, professional bodies and students in over 180 countries.

BPP Learning Media

We also develop curriculum content for BPP qualifications including Accounting, Financial Services, Tourism, Marketing, Law and Insolvency as well as content for Professional Education Bodies from around the World.

Support Functions

- ✓ IT
- ✓ Finance
- ✓ Human Resources and Learning & Development
- ✓ Commercial
- ✓ Marketing
- ✓ Legal and Compliance
- ✓ Operations



Why work at BPP? – Employee benefits

Training and development

Whether it's something you want to learn or something we recommend you learn, BPP invests heavily in your career development.

We provide a comprehensive in-house leadership and management training programme and a wide range of personal and professional development opportunities.

You will have free access to all of BPP's courses – so from gaining an ACCA accountancy qualification to a Graduate Diploma in Law, you can take your career in any direction you like.

Salary

BPP makes sure it gets the basics right with good, competitive salaries. These are reviewed annually.

Holidays

Everyone needs time to relax and rejuvenate. That's why we provide generous annual leave of 30 days for teaching staff and 25 days for support staff (rising to 30 days after five years and pro-rata for part-time employees).

As part of our annual benefits selection window, you can purchase up to 10 days' extra holiday each year.

Private Medical Insurance

When you work at BPP, you can apply to be covered for the cost of private medical treatment as an outpatient or inpatient (up to defined limits).

Subject to meeting scheme requirements set by our provider, this begins as soon as you join and we'll cover the full cost of the premium. You can also choose to buy cover for your spouse, partner or children at corporate rates.

Health cash plan

Our Health Cash Plan provides you reimbursement, up to a set amount, towards everyday healthcare services such as eyesight tests, new glasses, health screening, etc. You can choose to purchase cover from four different levels.

Dental Insurance

Our Dental Insurance reimburses you for all private dentistry treatment. At the end of your probationary period, you can purchase cover for you and your family at corporate rates.

Life Assurance

In the unfortunate event of your passing away while working at BPP, your nominated beneficiaries will receive a lump sum of four times your annual base salary. At the end of your probationary period you can choose to top up this protection.

Income Protection (PHI)

We know that suffering a long-term illness is stressful enough. So if you're unable to work for 26 consecutive weeks because of illness or injury, you'll be eligible for up to 75% of your annual salary until you are able to return (less the statutory single person's "incapacity benefit", which can be claimed from the state).

Employee Assistance

From time to time you may need confidential advice, on anything from legal to personal or financial issues. Our Employee Assistance gives you access to free phone support, 24 hours a day.

Pension

You'll want to look forward to a well-deserved retirement.

If you are assessed as an "Eligible Job Holder", you will be automatically enrolled into our Group Personal Pension Plan. A pension contribution will be deducted from your monthly salary via salary sacrifice and you will receive an Employer pension contribution as well as receiving the full benefit of the Employer's National Insurance contributions of 13.8%. You will be able to increase your contribution, with BPP matching up to 5% either during the Annual Benefits Selection Window or once you have completed your probation period, whichever comes first.

Employees who are not assessed as an "Eligible Job Holders" will still be able to join our Group Personal Pension Plan once they have completed their probation or during the Annual Benefits Selection Window.

'Cycle to work' scheme

With so many benefits to your health, we offer a cycle to work scheme in conjunction with CycleScheme. This gives you the loan of a bike and commuting equipment for a period of one year, tax-free.

At the end of the Hire Period, you will have the option to either purchase the bike, extend the Hire Period, or return the bike.

Season Ticket Loan

To ease the expense of public transport, our interest-free loan is put into your bank account and we'll simply deduct monthly repayments.

Credit Union

BPP employees have access to a credit union and can save or repay loans direct from their net pay. The credit union is a not-for-profit co-operative.

Why work at BPP? – Employee benefits

BPP and the community

BPP takes its corporate social responsibility very seriously. With many programmes designed to help our students succeed, we also support the wider community with a range of projects through our Pro Bono Legal Centre – winning Best Contribution by a Team of Students for Streetlaw Homeless in the 2011 Awards.

BPP is supportive of our employees doing voluntary and charity work.

BPP Rewards

BPP Rewards is a company funded scheme that offers genuine discounts and allows you to make significant savings each year on everything from your petrol, groceries, holidays, clothing, and home insurance. BPP Rewards provides exclusive access to discounts and cashback at over 1,500+ retailers, including Marks & Spencers, Sainsbury's, Debenhams, and Lastminute.com to name a few.

