



<b>Job Title</b>	Customer Service Advisor
<b>Department</b>	Operations
<b>Location</b>	Holborn, London
<b>Contract</b>	Full time, permanent
<b>Reports to</b>	Senior Learning Centre Manager

## **ROLE OBJECTIVE**

To provide proactive customer service and excellent facilities services to students, customers, visitors and staff.

## **PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES**

### Customer Service

- Provide an excellent front of house experience for all students and visitors.
- To provide a seamless approach to customer service at the study centre. This includes being first-line support for all student queries, regardless of qualification.  
As an example, for BPP University students you will be expected to be able to resolve many queries for students at the desk, and to appropriately refer queries on to specialist teams as appropriate, within agreed processes. This may involve referrals to on-site or remote Student Services staff (such as student advice, careers and library), Registry staff (such as student records, learning support and exams), IT and faculty. You will also assist with the delivery of some on-site processes such as taking in documentation for faculty or handing out materials to students, assisting with registrations as agreed by your line manager with the team requesting this work.
- Build close relationships with students, maintain excellent product knowledge, and use this to advise students on their options.
- Cover reception as part of a rota (includes weekends and evenings).
- Manage the centre's Computer Based Testing. This may include: organising rooms, computers, download of exams, invigilate and/or arrange invigilation as and when required, course instance setup, scheduling of CBAs, software updates, purchase of vouchers.
- Provide support for BPP events, e.g. Open days.
- Maintain up-to-date and relevant student contact details. Ensure X3 systems are updated regularly.
- Prepare data sheets and collect student information for the CIMA/ACCA pass rates / results service.
- As and when required, manage course exam processes - sending out of mocks to markers and administering the marks.

### Library

In smaller BPP University Ltd centres, library duties may be part of the role, under direction of the Regional Learning Centre Manager/Team Leader

### Administration

- Undertake general administration tasks as directed by the MD and Centre Manager.
- Ensure the reception area is kept clear and tidy, including maintaining brochure display stands with up to date brochures.

- Ensure all course registers are input into the relevant system either on the day the course takes place or no longer than 24 hours after course day completed.
- Ensure external mail is collected, franked and ready for collection. Distribute all internal and external post.
- Manage refreshments and room bookings for external events.
- Liaise with Scheduling Team on room bookings when required.

### Facilities

- First point of contact for facilities/building issues that arise.
- Provide classroom support including room set up, furniture configuration changes.
- Active housekeeping and constant monitoring to ensure that standards are maintained at all times.

### Health & Safety

Duties to include but not be limited to:

- Act as Health & Safety Contact, First Aider and Chief Fire Marshall
- Complete paperwork to eRisk standard
- Participate in quarterly H&S meetings
- Implement environmental initiatives as directed by the H&S Manager
- Assist with disaster recovery plan with ERT and assist with activity in emergency situations

### General Responsibilities and Accountabilities for all Team Members

- Dedicated to ensuring that students have an excellent experience whilst being at BPP
- To maintain high standards of work and professionalism at all times, particularly with regards to accuracy and presentation in both written and verbal communication
- To comply with all aspects of BPP's business policies and procedures particularly H&S, data protection, equality and diversity

## **SKILLS, KNOWLEDGE, QUALIFICATIONS REQUIRED**

### Essential

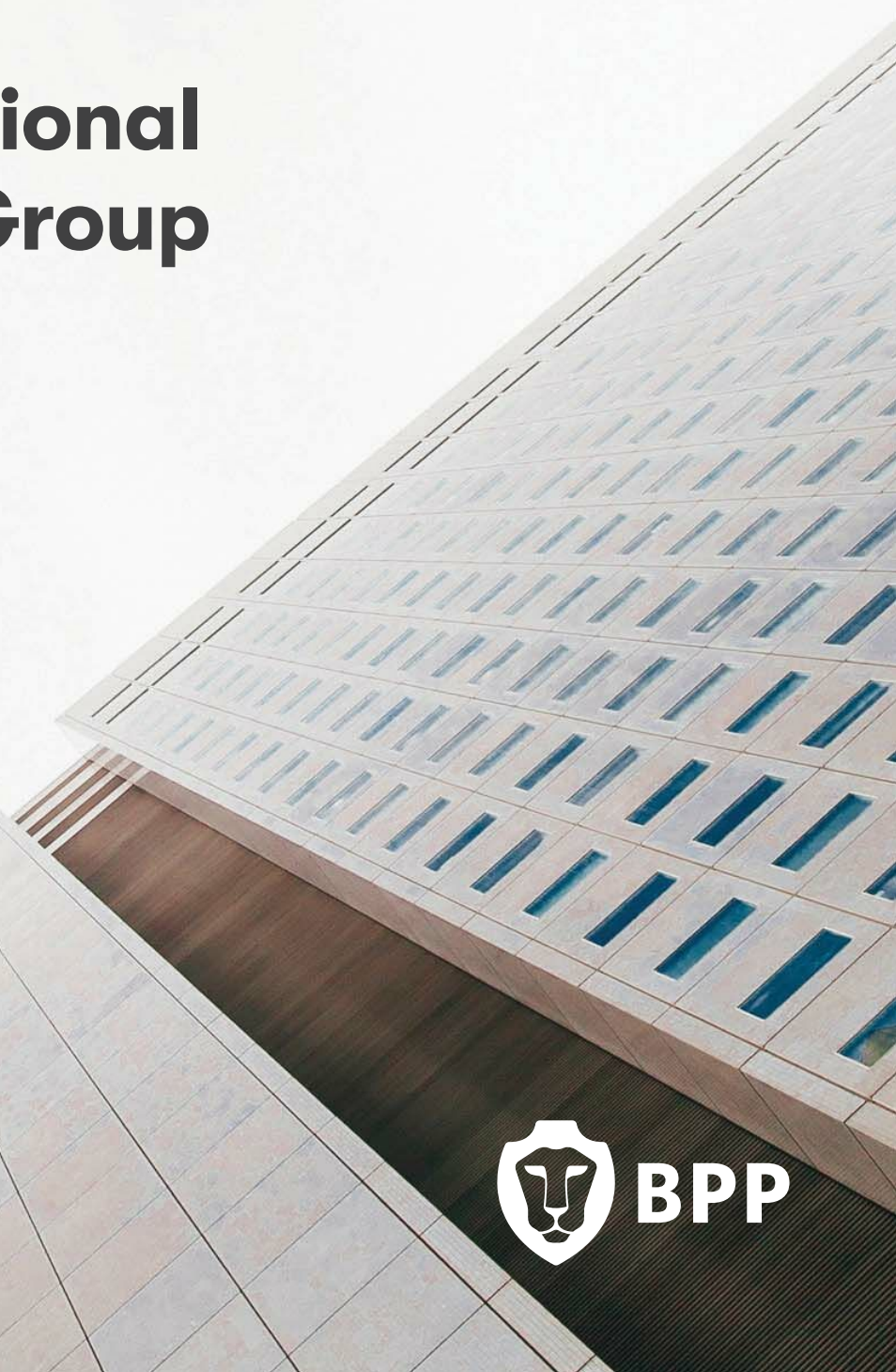
- A proven record in providing exceptional levels of customer service
- Must take ownership of issues and associated responsibility for completing a task
- Well organised and self-disciplined with ability to prioritise under pressure
- Able to work in a team and independently
- Attention to detail
- Time management
- Ability to build a strong internal work
- Excellent communication skills

### Desirable

- Experience of using Microsoft Office
- Experience of working within a facilities environment
- Manual handling and ladder trained
- Fire Marshall
- First Aid Trained



# 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 1,500 people, but our ambitious growth targets mean we're always on the lookout for new talent.

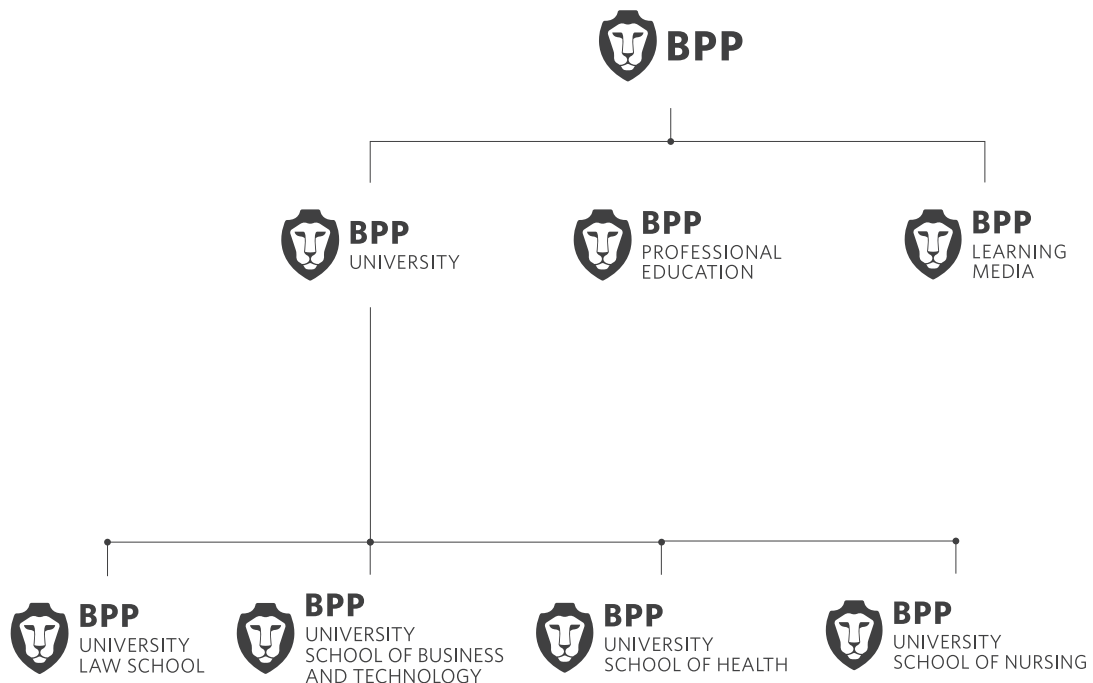
If you share our passionate and innovative approach to education, come and join the BPP team, we'd love to welcome you.



# 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

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BPP University Law School

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BPP University School of Business and Technology

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BPP University School of Nursing

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BPP University School of Health



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



15,000 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 adviser 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 with 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, cover can be purchased for you and your family at corporate rates.

## Life Assurance

In the unfortunate event that you pass 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 long-term illness is stressful enough. So if you are unable to work for 26 weeks within a 12-month period because of related illness or injury, you'll be eligible for up to 75% of your annual salary until you are able to return (less £5,312 p.a.)

## 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.

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 & Spencer, Sainsbury's, Debenhams, and Lastminute.com to name a few.

## **Selecting your benefits**

Upon starting with BPP, you will be invited to select your benefits via our online platform on the 1st of the month following your start date. You will need to register on the platform when accessing it for the first time.

