



<b>Job Title:</b>	Law School Deputy Programme Support Manager (On-Programme)
<b>Department:</b>	Law School
<b>Location:</b>	London
<b>Contract:</b>	Fixed term maternity cover
<b>Reporting to:</b>	Director of Law School Delivery
<b>Responsible for:</b>	Programme Support Officers (On-Programme)

### **Job Purpose**

The Programme Support Manager (On-Programme) will work with the Director of Law School Delivery to ensure the On-Programme administrative and programme support processes are properly set up and aligned across the Law School. They will be responsible for ensuring an excellent student experience outside of the classroom and a smooth and efficient journey through the Law School. They will also assist the Director of Law School Delivery in the successful transition from the current regulatory regimes to the new regime.

### **Job Background**

BPP University Law School has a reputation for excellence in professional education built on a proven ability to offer students the skills they need to succeed in a legal career. Working with over 150 law firms, BPP prides itself on being at the cutting edge of professional legal education giving students the core skills and a competitive advantage to ensure success.

The Solicitors Regulatory Authority is introducing the Solicitors Qualifying Examination (SQE) and the Bar Standards Board is proposing changes to the Bar Professional Training Course. BPP considers that it is essential that BPP is positioned to offer the SQE across all its Law School programmes and deliver a market leading BPTC.

### **Key Responsibilities** (including but not limited to):

- Working with the Director of Law School Delivery and the Programme Support Manager (Exams) to build and maintain relationships between the Law School and key BPP operations teams, including but not limited to EAO, SRO, TTU, Student Finance and Student Advice.
- Working with the Programme Support Manager (Pre-Registration), Programme Support Manager (Attendance) and Programme Support Manager (Exams) to ensure effective management across the Programme Support team (which will include deputising for each other as and when required).

- Managing Senior Programme Support Officers and Programme Support Officers responsible for on-programme support across the Law School, providing students with excellent customer service and issue resolutions.
- Building expert knowledge in the Law School administrative and programme support processes to work within and manage a dedicated delivery team.
- Building a good understanding of all Law School administrative and programme support processes to allow flexible working across teams, as required.
- Ensuring students have continued appropriate access to all relevant resources during their time on the programme (timetable, VLE access, library etc).
- Ensuring processes are in place to manage student requests for timetable changes and group swaps during the programme.
- Ensuring that processes are in place for dealing with Learning Support issues in accordance with University Policy.
- Ensuring that processes are in place for maintaining and updating appropriate programme information systems (e.g. VLE Home Page).
- Ensure regular communication to students regarding their programme of study, ensuring relevant and consistent messaging for all students.
- Ensuring the set-up, running and completion of follow up actions (e.g. preparation and circulation of minutes) of Staff Student Liaison Committee Meetings and student surveys on all Law School Programmes.
- Ensure that processes are in place to processing and recording academic requests (Interruption of Study/Deferral of Study/Extensions) and dealing with any queries about return to study date/exam dates.
- Ensuring processes are in place to ensure students' smooth return to study following Interruption of Study.
- Ensuring that processes are in place for dealing with student complaints.
- Ensuring that students are able to access all relevant databases in a timely fashion and ensuring that processes are in place to deal with any issues that may arise.
- Ensuring processes are in place to deal with non-academic student queries throughout their period of study at BPP University.
- Ensuring the set-up and running of student feedback surveys (EvaSys) and collation support across all Law School Programmes.
- To invigilate at assessments as required.
- To liaise with internal departments as necessary (e.g. TTU, SRO, Library etc).
- Undertaking capacity management analysis to identify flexi-working patterns of the Law School Programme Support Officers to ensure full student support throughout their journey through the Law School.
- Generally to assist the Law School Team to effectively manage Law School students to ensure the smooth operation of all programmes.
- Other administrative support activities as and when required by the Law School.

## Role Requirements

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• A relevant degree</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of building and maintaining strong relationships with key internal stakeholders</li> <li>• Experience of data analysis and producing and managing documentation</li> <li>• Experience of working in an academic environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the HE sector</li> <li>• Experience of using project management tools</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills – both written and verbal – at all levels</li> <li>• Able to effectively plan, organise and prioritise workload and multi-task when necessary</li> <li>• Excellent IT and data analysis skills (particularly Excel) and an ability to develop new solutions</li> <li>• Able to develop rapport and build and maintain strong working relationships with Law School students, tutors and other internal stakeholders</li> <li>• High attention to detail and strong administration and organisational skills</li> <li>• Able to work well in a team and be collaborative</li> <li>• Able to have ‘difficult conversations’</li> <li>• Able to deal with difficult/sensitive issues</li> <li>• Able to manage people and problems and resolve conflicts and find appropriate solutions</li> <li>• Self-motivated, able to work under pressure, make decisions and apply flexible solutions</li> <li>• Able to work on own initiative without daily supervision</li> <li>• Strong creative problem-solving skills</li> </ul>	
<b>Values</b>	<ul style="list-style-type: none"> <li>• Student-centric</li> <li>• Ownership and accountability</li> <li>• Team orientation</li> </ul>	



# 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.

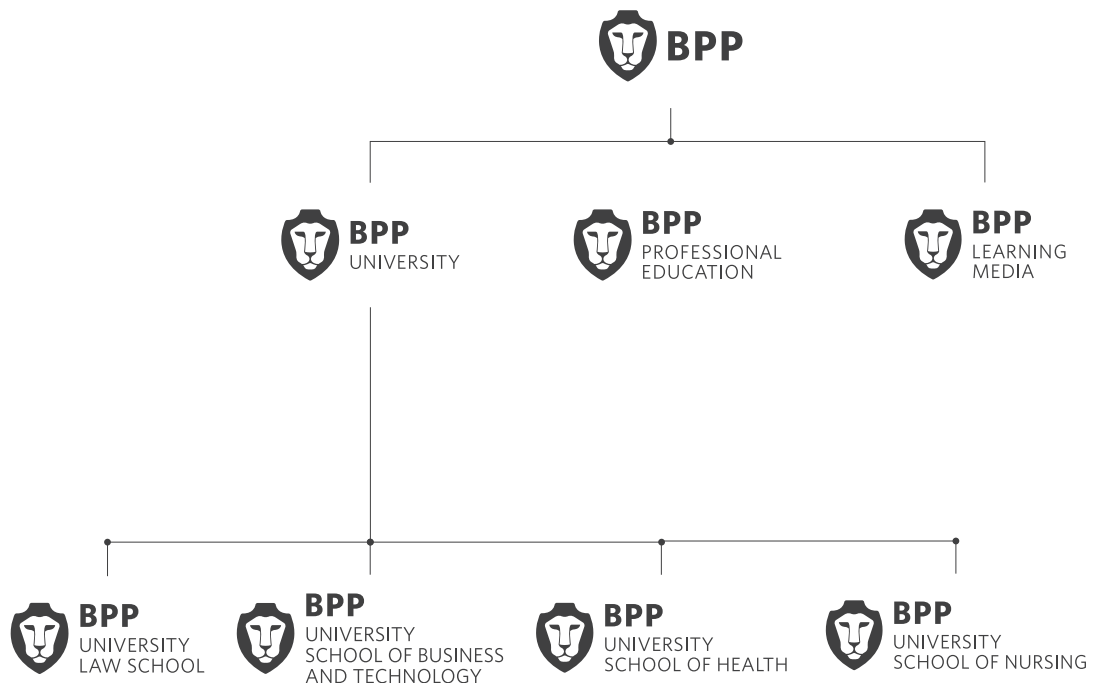
If you share our passionate and innovative approach to education, come and join the BPP team, we'd love to welcome you.



# 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

---

BPP University Law School

---

BPP University School of Business and Technology

---

BPP University School of Nursing

---

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.

