JOB DESCRIPTION

About BITS, Pilani	**Birla Institute of Technology & Science, Pilani** has been declared as an "Institution of Eminence Deemed to be University" by the Central Government of India in exercise of the power conferred under **Section 3** of the **UGC Act 1956** and is a renowned science and technology institute with Its headquarter located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai.
Industry	Higher Education
Post/Job Title	**Executive / Senior Executive - Online Programmes**
Job Type	Regular, Full time
Reporting to	**General Manager - Operations / Associate Dean - Online Programmes**
Will also work very closely with	**Key External:** Students and Outsourced Services Vendors **Key Internal:** General Manager - Operations, Colleagues in Online Programmes Team, Faculty, Platform Support Partner Coursera & Teaching Assistants (TA's), Mentors, Back Office Cell Team members, IT & Digital Learning Team, Operations Functions at every stage of student lifecycle
No. of positions	**One Position**
Location	**Hyderabad Campus**
Principal Responsibilities	1. **Student Lifecycle Management Support:** a. Managing of Semester Orientation Sessions, Weekend Contact Sessions, and Planning for Contingencies as required. b. Conduct of Evaluation Components - Graded Quizzes & Assignments, Comprehensive Examination for Term 1 Courses & Comprehensive Exams for Term 2 Courses, coordinating with the Faculty, TAs for timely Evaluation and sharing the results data for grading and further results publications. c. Triggering of End of Semester & End of the Programme Feedback Survey for all programme batches. 2. **Faculty & Mentor Support:** a. Assigning of Guest Faculty, TAs, Mentors for Courses and Releasing Offer Letters. b. Providing administrative support to Off Campus & Guest Faculty and Teaching Assistants (TA's) in their assigned programs. c. Organizing platform training & periodic Faculty and Teaching Assistants (TA's) meetings. d. Organizing platform training & periodic Mentor meetings. e. Collating and sharing of Student Class Attendance & Exam Reports with Faculty. f. Processing of Honorarium Payment requests on time for Guest Faculty & Teaching Assistants (TA's) & Mentors. 3. **Management of Programme Semester Calendar:**

	a. Assisting Programme Coordinator in Programme Semester Calendar (Term1 & Term 2) preparation for all batches.
	b. Sharing of Programme Semester Calendar, Exam Calendar and key dates with all students at the beginning of semester.
	c. Tracking the progress of Programme Semester Calendar and planning for contingencies as required.
	4. Communication:
	a. **Student Communication:** Ensuring Timely Release of all Student Communications & Announcements (Welcome Mail, Platform and Orientation Session Training, Sharing of Semester Calendar, Exam Calendar, Key dates of semester & Terms, Communication on the Practice test enablement and Conduct of Evaluation Component - Graded Quizzes & Assignments, Comprehensive Examination for Term 1 Courses & Comprehensive Exams for Term 2 Courses, Opening up of Re-Evaluation window, Results Declaration for Semester.
	b. **Faculty, TAs, Mentors Communication:** All updates and students communication to be shared with academic and mentor support team.
	c. **Internal Teams:** Standard communication and timely follow up ensuring all activities in operations runs smoothly and in timely manner.
	5. Examinations & Evaluations:
	a. Assignment Groups Management for Evaluation Component - Graded Quizzes & Assignments: Managing the Creation & Mapping of Students to various Assignment Groups. Providing Support for the conduct of Experiential Learning Component Exams pertaining to the Evaluation Component - Graded Quizzes & Assignments.
	b. Planning, Scheduling of Practice Tests and Actual Exams and Conduct of Examinations for Comprehensive Exams for Term 1 Courses and Comprehensive Exams for Term 1 Course for Regular (Slot 1) and Make-up (Slot 2) Examinations.
	c. Managing Examinations Operations, ensuring successful conduct of Examinations for Students for all programme batches, reviewing UFM cases.
	d. Evaluation Planning, Answer Scripts Assigning to Assessors and the Completion of Evaluation for Evaluation Component - Graded Quizzes & Assignments, Comprehensive Examination for Term 1 Courses & Comprehensive Exams for Term 2 Courses through Assessors / Teaching Assistants (TA's).
	e. Follow up with Faculty & Teaching Assistants (TA's) for evaluating Evaluation Component - Graded Quizzes & Assignments, Comprehensive Examination for Term 1 Courses & Comprehensive Exams for Term 2 Courses answer sheets on time.
	f. Grading Operations Management & Timely Release of Semester Results for all batches.
	6. Managing Semester Operations & Reports:
	a. Coordination with various Back Office Cell team members for ensuring smooth Semester Operations for all program batches. Providing data to Academic Coordinator as per requirement on a regular basis.
	b. Generate and analyze reports on registration metrics, system performance, and user feedback.
	c. Present findings and recommendations.
Qualification and Personal Profile	Graduate from a reputed institute. Minimum 2-5 years of post-qualification work experience in in Education Operations in Universities, Technology Training Companies / Test Preparation Companies / Skill Development Companies / Education Companies.

	Candidates with experience in L & D and Training Operations management with large IT Corporations will also be considered for the role.
Other Skill and Ability Requirements	Best Practices in Customer Relationship Management, Adherence and Improvement of Standard Operating Procedures, Readdressing of Customer Grievance System, Vendor Management, Proficient at MS-Excel, Dashboards, Reports, Presentation PPT. Process Orientation, Planning and Organizing Skills, Working with cross functional team, Excellent Verbal and Written Communication skills, Service Orientation
Compensation	6 - 8 Lakhs per annum commensurate with experience