



Birla Institute of Technology and Science, Pilani

Off-campus Programmes and Industry Engagement

JOB DESCRIPTION

About BITS Pilani, WILP	<p>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 headquarters located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai.</p> <p>Work Integrated Learning Programmes (WILP) was established in 1979 and focuses on providing continuing education to working professionals across different sectors. WILP has 45+ years of educating working professionals, 47+ programmes, 1,26,000+ working professionals graduated, 46,000+ working professionals enrolled.</p>
Industry/Service	Higher Education
Post/Job Title	Senior Office Assistant Level-5
Job Type	Regular, Full-time
Reporting to	Senior Manager
Will also works very closely with	Key External: Corporate Customers, Students and Outsourced Services Vendors Key Internal: Head of Operations, Associate Dean (Academic Operations), Associate Deans, Cell & Vertical Leads, Faculty, Cell Team members, Programme Coordinators, Regional Business Development Managers, Learning Facilitators (LF) / Teaching Assistants (TA), IT & Digital Learning Team, Finance & Commercial Team.
No. of positions	One Position
Job Location	Pilani / Hyderabad Campus
Principal Accountabilities & Responsibilities	<ol style="list-style-type: none">Student Lifecycle Management Support:<ol style="list-style-type: none">Co-ordinate with Cell team members and Regional Business Development Manager / Company Co-ordinator for Admission, Registration and Fee payment of students for assigned Specific & Cluster programmes.Onboarding of Newly Admitted students & Scheduling of Platform Training and Orientation Sessions for the students.Resolving student queries on Semester Registration & helping them to complete the Registration and achieving Registration Targets set for Continuing students.Enabling Course Access on eLearn & Taxila LMS for all students.Class Section Management: Managing the Creation & Mapping of Students to various Class Sections for all batches.Managing Weekend Contact Sessions, Weekday Webinar Sessions, Tech Talk Sessions by Industry Experts and Planning for Contingencies as required.Support Examinations Team / Off-campus faculty / Location Coordinators / Regional Business Development Manager in conducting the Evaluation Component 1 (EC1), Mid-Semester (EC2) & Comprehensive (EC3) examinations and implementing logistics plan for the assigned Specific & Cluster programmes.Triggering of End of Semester & End of the Program Feedback Survey for all program batches.Faculty Support:<ol style="list-style-type: none">Assigning of Guest Faculty for Courses and Releasing Offer Letter on Guest Faculty Portal. Providing administrative support to Off-Campus & Guest Faculty and Learning Facilitators (LF) / Teaching Assistants (TA) in their assigned programmes.Organizing periodic Faculty and Learning Facilitators (LF) / Teaching Assistants (TA) meetings.

	<ul style="list-style-type: none"> c. Collating and sharing of Student Class Attendance & Exam Reports with Faculty. d. Reporting the academic queries and issues raised by the students with the Faculty & Program Coordinator for the resolution. e. Processing of Honorarium Payment requests on time for Guest Faculty & (LF) / Teaching Assistants (TA). <p>3. Management of Programme Semester Calendar:</p> <ul style="list-style-type: none"> a. Assisting Programme Coordinator in Programme Semester Calendar preparation for all batches. b. Sharing of the Programme Semester Calendar with all students at the beginning of the semester. c. Responsible for the overall Management and adherence to Programme Calendar schedule for assigned Specific & Cluster programmes in coordination with all stakeholders, including tracking the progress of the Programme Semester Calendar and planning for contingencies as required. <p>4. Student Support & Communication:</p> <ul style="list-style-type: none"> a. Providing Timely Responses to all Student Queries / Issues and other communications received through the Student Care Helpdesk Portal / Mails / Calls. b. Ensuring Timely Release of all Student Communications & Announcements (Welcome Mail, Platform and Orientation Session Training, Sharing of Semester Calendar, Communication on the Conduct of Evaluation Component 1 (EC1), Mid-Semester (EC2) & Comprehensive (EC3) Exams, opening up of Re-Evaluation window, Results Declaration for Semester, Opening up of Registration for Next Semester for all batch students. <p>5. Examinations & Evaluations:</p> <ul style="list-style-type: none"> a. Assignment Groups Management for Evaluation Component 1 (EC1) Exams: Managing the Creation & Mapping of Students to various Assignment Groups for the Conduct of EC1 Exams. b. Providing Support for the conduct of Experiential Learning Component Exams pertaining to EC1. c. Planning, Scheduling of Practice Tests and Actual Exams and Conduct of Examinations for Mid-Semester (EC2) & Comprehensive (EC3) Regular and Make-up Examinations. d. Managing Examinations Operations, ensuring successful conduct of Examinations for Students for all program batches. e. Evaluation Planning, Answer Scripts Assigned to Assessors and the Completion of Evaluation for EC2 & EC3 Examinations through Assessors / Teaching Assistants (TAs). f. Follow up with Faculty & Teaching Assistants (TA's) for evaluating EC2 & EC3 answer sheets on time. g. Grading Operations Management & Timely Release of Semester Results for all batches. <p>6. Managing Semester Operations:</p> <ul style="list-style-type: none"> a. Working with cross functional teams in WILP to ensure smooth Semester Operations for all programme batches b. Managing the assigned Internal / Outsourced team members & Outsourced Services Vendors for Specific & Cluster programmes. c. MIS Reports Management <p>7. Conducting Periodical Review Meetings with Corporate Customers:</p> <ul style="list-style-type: none"> a. Responsible for conducting periodical review meetings with Corporate Customers and implementing the action plans based on the outcome of review meetings in coordination with all stakeholders. <p>8. People Management:</p> <ul style="list-style-type: none"> a. Allocate responsibilities within the team, monitor performance, provide developmental feedback, resolve grievances, counsel and mentor team members through the year; Appraise team's performance as per the performance management cycle; Assist HR in recruitment, as required.
<p>Qualification and Personal Profile</p>	<ul style="list-style-type: none"> a. Graduate from a reputed institute b. Minimum 5 years of post-qualification work experience in which 2 years of experience preferably in Education Operations in Universities, Technology Training Companies / Test Prep Companies / Skill Development Companies. Candidates with experience in L & D and Training Operations management

	with large IT Corporations with desirable experience in managing a team of at least 2 subordinates will also be considered for the role.
Other Skill and Ability Requirements	<ul style="list-style-type: none"> a. Best Practices in CRM, Adherence and Improvement of SOP, regressing of Customer Grievance System, Vendor Management, Proficiency in MS Office. b. Process Orientation, Planning and Organizing Skills, Team Management, Working with cross-functional teams, Verbal and Written Communication Skills, Service Orientation.
Remuneration	Suitable candidate will be placed in Level 5 with a minimum pay of Rs. 29,200/- per month plus DA & other benefits as per Institute Norms.