BPP Professional Education Group
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.
JOB TITLE: Relationship Manager

DEPARTMENT: Commercial

LOCATION: London Liverpool Street base or other BPP location, with occasional travel to other sites

POSITION: Full time, permanent

REPORTS TO: Strategic Relationship Manager

STAKEHOLDERS: Relationship/Strategic Leads, Client Training teams, School Management Teams (Including PQ/PD), Apprenticeship Operations, Programme and Support teams

JOB PURPOSE

Working closely with key internal departments, including Relationship/Strategic Leads, and externally with the client, the Relationship Manager will be responsible for ensuring key client programmes run successfully to achieve client retention. The role includes proactively running and growing the client’s portfolio of programmes.

The Relationship Manager will act as a key point of contact between BPP and the client, working closely with the Service Delivery and Onboarding teams to ensure service and programme requirements are met.

As well as regular communications with the clients, provision of advice on existing and future programmes, key tasks will also include:

- Project managing the design and implementing of programmes,
- Planning courses,
- Ensuring courses are delivered as planned and on time,
- Analysing student performance etc.

PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES

- Project manage the RFP process and the on boarding of a new contracts
- Establish and maintain strong client relationship through regular and structured contact that will include face to face meetings and telephone/email communications.
- Act as a key point of contact for the client training team and senior stakeholders Tasks will include but not be limited to:
  - Chair client meetings and organise events
  - Prepare and conduct regular programme reviews and provide feedback from these reviews to the client on a timely basis
  - Awareness of student results across Schools, and associated analysis where required
  - To create a plan and schedule accordingly to meet the clients’ needs
  - To ensure the client is aware of the portfolio of available programmes across all Schools
- To work with internal departments to ensure that everything is in place to ensure the end to end programme logistics runs smoothly and on time:
Ensuring communication to students/apprentices/client of programme structure at each cohort is timely and clear
- Lead on programme related contact with students e.g. Kick-off calls, re-sit calls, deferral calls, evaluation sessions
- Working with internal teams to discuss and confirm any changes to the educational programme and feeding this back to the client on a timely basis

- Liaise closely with Relationship Lead, Strategic Relationship Manager, Senior Relationship Manager, Service Delivery Manager, Faculty, Schools, and Performance Support Team to discuss programme activity on a frequent and timely basis
- Work with Faculty and Subject Matter Experts to ensure alignment on Achievement Ladder deadlines (or similar) and communication to the client is consistent
- Liaison with Service Delivery team to ensure all programme scheduling and operational tasks take place in desired timescale
- Management and scheduling of ad-hoc projects
- To undertake any other activities requested by the management team

General responsibilities

- Be an ambassador for BPP both internally and externally communicating and promoting the vision and direction of the company with passion
- Operate within data protection guidelines and ensure customer confidentiality is maintained at all times
- Comply with all aspects of BPP’s business policies and procedures including but not limited to H&S, data protection, equality and diversity, ESFA funding rules and compliance

SKILLS, KNOWLEDGE AND QUALIFICATIONS REQUIRED FOR ROLE

- A proven track record of managing successful relationships with clients
- Industry knowledge/understanding/experience
- Experience in working with demanding clients and under tight deadlines
- Apprenticeships knowledge/experience
- Project Management skills, managing 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
- Previous experience of negotiating supplier/client contracts and understanding the key challenges
- Good working knowledge of Microsoft Office
- Passionate about providing excellent client service with a positive approach to dealing with people
- Proactive and professional attitude to work
- Ability to cope with conflicting demands and to prioritise tasks
- Strong motivation and positive approach to team working and building new client and business relationships
- Experience of working to KPIs and SLAs in a commercial environment
- Management/ supervisory experience

Desirable Skills

- Knowledge of BPP product range
- Knowledge of existing BPP processes and support functions
- Experience within the education/training sector would be preferred but not essential
- Financial services professional qualification experience

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