



JOB DESCRIPTION

About BITS, Pilani	<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>The Work Integrated Learning Programmes (WILP) Division of BITS Pilani, established in 1979, focuses on providing continuing education to working professionals across industries. With over 46 years of legacy, WILP currently offers 57+ programmes, has over 52,000 enrolled learners, and more than 1,39,000 working professionals have graduated through its programmes.</p>
Industry/Service	Higher Education
Post/Job Title	Associate - Operations
Job Type	Regular, Full time
Reporting to	Manager - Operations
Will also work very closely with	External: Corporate Clients, Students, Outsourced Service Vendors Internal: Faculty, Operations, Sales, Business Development, Marketing, Internal Quality Assurance, and Finance & Accounts Teams
No. of position	1
Job Location	Any Off-Campus Office Location (Hyderabad, Chennai, Bangalore, Gurugram & Pune)
Principal Accountabilities & Responsibilities	<p>1. Programme Operations & Corporate Partner Support</p> <ul style="list-style-type: none">Coordinate end-to-end academic and administrative activities to ensure smooth programme delivery in alignment with the Academic Calendar.Manage all semester operations, including admissions finalisation, registration, course offerings, LMS access, timetable publication, and academic communication.Prepare and submit academic reports (attendance, assessments, exam summaries, results updates) to all stakeholders within defined timelines.Maintain accurate student and programme records across internal systems, coordinating effectively with Faculty, Operations, Sales, Business Development, Marketing, Internal Quality Assurance, and Finance & Accounts teams.Serve as the primary operations liaison for assigned corporate partners and students, ensuring clear communication, timely resolution of queries, and high levels of partner satisfaction. <p>2. Programme Health Monitoring & Insights</p> <ul style="list-style-type: none">Participate in weekly review meetings to share updates, insights, operational risks, and progress on programme deliverables.Collect, validate, and update programme health metrics in the central repository with accuracy and regularity.Prepare operational insights, summaries, and presentations for internal reviews and leadership reporting.

	<ul style="list-style-type: none"> • Plan and coordinate quarterly engagement activities with corporate partners and faculty teams, ensuring seamless logistics, quality execution, and positive participant feedback. <p>3. Programme Calendar, Academic Planning & Faculty Coordination</p> <ul style="list-style-type: none"> • Collaborate with Faculty Mentors to prepare and publish semester calendars and ensure adherence to academic schedules. • Communicate semester milestones (orientation, registration, lecture session schedules, assessments, results, etc.) to students and partner organisations in a timely and structured manner. • Manage faculty, learning facilitator, and teaching assistant assignments and onboarding through the portal, including issuance of offer letters and engagement documentation. • Organise coordination meetings with faculty and learning facilitators and monitor academic delivery quality through structured feedback mechanisms. • Support the timely processing of honorarium payments in alignment with institutional SLAs. <p>4. Examinations, Evaluation & Stakeholder Service Delivery</p> <ul style="list-style-type: none"> • Coordinate with the Examinations Cell and service providers to plan and conduct assessments and examinations as per schedule. • Manage hall ticket issuance, exam centre allocation, and exception handling for students and partner organisations. • Assign evaluators, monitor evaluation progress, and ensure timely submission of grades. • Validate and share finalised results with IQA for course-wise grading, and support communication of semester results to students. • Act as the central liaison between internal teams (Exams, IQA, Faculty Affairs, Sales, Business Development, Student Support) and external stakeholders (Corporate SPOCs, students, vendors) to ensure service delivery aligned with institutional SLAs. <p>5. Operational Efficiency, Documentation & Continuous Improvement</p> <ul style="list-style-type: none"> • Ensure accurate documentation, scheduling, and timely execution of all operational tasks for assigned programmes. • Maintain high standards of operational efficiency through proactive coordination and continuous process improvement. • Prepare MIS reports, trackers, and operational dashboards as required. • Participate in Learning & Development initiatives to enhance professional capabilities and contribute to continuous improvement within the team.
Qualification and Personal Profile	<ul style="list-style-type: none"> • Graduate in any discipline. • 1 to 3 years of post-qualification experience in education operations and administration within universities, training organizations, test preparation, or skill development companies. • Candidates with Learning & Development (L&D) or training operations experience in large IT/technology firms will also be considered.
Other Skill and Ability Requirements	<ul style="list-style-type: none"> • Strong operational planning and process management skills. • Excellent communication and stakeholder relationship management.

- Data-driven decision-making ability and proficiency in MS Excel, Google Sheets, and MIS tools.
- Strong problem-solving, analytical, and execution focus.
- Customer service orientation with effective grievance handling capability.
- Vendor and partner coordination skills.
- Ability to work collaboratively with cross-functional and geographically distributed teams.