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 headquarters located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai. The **Work Integrated Learning Programmes (WILP) of BITS Pilani**, established in 1979, is dedicated to delivering high-quality continuing education for working professionals across diverse industries. With a legacy of over 46 years, WILP offers 57+ programmes, has 52,000+ enrolled learners, and has enabled over 1,39,000 professionals to successfully graduate through its industry-aligned academic offerings.
Industry/Service	Higher Education
Post/Job Title	Senior Manager – Student Success
Job Type	Regular, Full time
Reporting to	General Manager - Operations
No. of positions	1
Job Location	Hyderabad City Office
Principal Accountabilities & Responsibilities	We are seeking a Senior Manager – Student Success to lead student lifecycle management with a strong focus on **retention, engagement, and experience excellence**. **1. Re-Registration & Retention Management** • Drive semester-wise student re-registration targets • Monitor drop-offs, deferrals, and attrition trends; implement corrective action plans. • Design structured student communication journeys to improve progression rates. • Develop predictive analytics models to identify at-risk students and enable early interventions. **2. Student Help Desk & Query Resolution** • Lead and optimize end-to-**end** student help desk operations**.** • Establish SLAs for query resolution and track adherence. • Ensure high-quality, consistent communication across email, phone, and digital platforms. • Analyze recurring queries to identify systemic gaps and drive process improvements. • Implement feedback loops with operations and academics for continuous enhancement. **3. Data Analytics & Continuous Improvement** • Develop dashboards and MIS reports covering retention, engagement, query trends, and student satisfaction. • Use data insights to improve processes, communication, and service delivery. • Drive automation initiatives to improve efficiency and reduce turnaround times. **Internal stakeholder Management: -** • You will need to work closely with full team comprising of academic, operations, finance and tech teams. • Need to present analytics, productivity and improvement on students operations closely with senior leadership team.
Qualification and Personal Profile	• B.E./ B. Tech, MBA Preferred • At least 8-12 years of experience in Customer Success, Business Operations, Key account management. • Experience in higher education, SaaS and B2B driven product /solutions is preferable

Other Skill and Ability Requirements	• Managing people: A team of counsellors and 2 managers will be reporting to this role • Communication, presentation and negotiation skills are a must have.