



Birla Institute of Technology & Science, Pilani

Pilani Campus

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) 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.
Industry/Service	Higher Education
Post/Job Title	Officer / Sr. Officer Education - Operations
Job Type	Regular, Full time
Reporting to	Manager / Sr Manager – Education Operations
Will also work very closely with	Associate Vice President, General Manager, Associate Deans, Group Leads, Associate Heads, Faculty, Cross Functional Team members, Regional Business Development Team, Faculty, Learning Facilitators
No. of positions & Job Location	Three Positions (Bangalore, Chennai, Hyderabad)
Principal Accountabilities & Responsibilities	AREAS OF RESPONSIBILITY (Key Activities) 1. Student Lifecycle Management • Ensure seamless student onboarding, registration, LMS activation, and academic support. • Conduct LMS orientation sessions and resolve learner queries to enhance the student experience. • Managing contact sessions and planning for contingency as required. • Maintain accurate student records and support end-to-end semester operations. 2. Dissertation Project Administration • Coordinate dissertation project submissions, reviews, evaluations, and milestone tracking. • Facilitate collaboration between students and faculty mentors to ensure timely completion. • Manage escalations and drive resolution of project-related concerns. 3. Faculty Coordination • Coordinate faculty onboarding and deployment. • Support academic delivery through regular stakeholder engagement and operational coordination. • Monitoring and reporting of weekly class engagement.



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	- Ensure timely processing of honorariums and sharing of academic performance reports. 4. Student Communications Management - Plan and execute timely academic communications across the student lifecycle. - Publish semester schedules, examination updates, results, registration notifications, and key announcements. 5. Examination & Evaluation Coordination - Manage examination operations, marks consolidation, evaluation tracking, grading, and result publication. - Coordinate with faculty, examination teams, and service providers to ensure smooth assessment processes. - Handle examination exceptions and student communications. 6. Cross-Functional Operations Coordination - Collaborate with academic, business development, and back-office teams to ensure efficient program delivery. - Generate and share operational reports, student data, and academic insights with stakeholders. - Drive adherence to operational processes and support continuous improvement initiatives.
Qualification and Personal Profile	- Graduate from a reputed institute - Minimum 3 – 5 years of post-qualification work experience in Education Operations in Universities, Technology Training Companies / Test Preparation Companies / Skill Development Companies / Education Companies. - Highly enthusiastic Candidates with experience in L&D and Training Operations management with large IT Corporations will also be considered for the role. - Candidate must be willing to travel.
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, Highly Proficient at MS-Excel, Microsoft Office, Gsuite, fair knowledge of AI Tools. Process Orientation, Planning and Organizing Skills, Working with cross functional team, Excellent Verbal and Written Communication skills, Service Orientation