Birla Institute of Technology and Science, Pilani

Off-campus Programmes and Industry Engagement

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 headquarter located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, Hyderabad and Mumbai. Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP has 45+ years of educating working professionals, 46+ programmes, 1,20,000+ working professionals graduated, 46,000+ working professionals enrolled.
Industry/Service	Higher Education
Post/Job Title	Manager - Operations
Job Type	Regular, Full time
Reporting to	Head - Operations
Will also work very closely with	All Students, Faculty and Staff of WILP
No. of positions	1
Job Location	Hyderabad City Office
Role Overview	The role involves improving re-registration of the students and higher graduation rate. The Re-Registration role is responsible for achieving student re-enrollment / revenue targets, ensuring proactive student engagement and query resolution, and driving operational excellence through a trained counsellor team and effective use of student management systems. The role plays a key part in improving student retention and supporting business continuity.
Principal Accountabilities & Responsibilities	**1. Revenue & Retention** • Achieve defined revenue or re-registration targets for each academic cycle. • Track and analyze student re-registration and NPS trends to identify root causes and opportunities to proactively support and improve re-registration percentage. • Present regular reports and dashboards highlighting performance metrics and recurring issues that impact re-registration. • Drive targeted interventions to improve semester-on-semester student retention **2. Team Leadership & Development** • Recruit, train, and mentor a team of student counsellors / support executives. • Conduct performance reviews and ensure ongoing coaching and skill development. • Create knowledge-sharing systems and standard operating procedures (SOPs) to maintain consistent communication quality. • Lead and manage both the team responsible for student engagement and re-registration. **3. Cross-Functional Collaboration** • Work closely with academics, admissions, and operations teams to resolve systemic issues affecting re-registration.

	• Partner with marketing and communications teams to ensure students receive timely and clear information.
Qualification and Personal Profile	Graduates with minimum 8 - 10 years of post-qualification work experience Or MBA with 4 – 8 years of post-qualification work experience in Universities, Educational Institutions, EdTech Training Companies, Test Prep / Assessment Companies, Skill Development Companies. Candidates should have a minimum of 3 - 5 years' experience in managing a team. Candidates with a BTech background from a reputed institute are desirable
Other Skill and Ability Requirements	**Technical Knowledge:** Best Practices in Customer Relationship Management, Adherence and Improvement of Standard Operating Procedures, Proficient in managing CRM systems and Call Centre software tools. **Behavioral Competencies:** Process Orientation, Planning and Organizing Skills, Team Management, Working with Cross Functional Team, Excellent Business Communication Skills, Problem Solving Skills, Time Management Skills, Attention to Detail, and Result Orientation.