



INSTITUTE FOR STUDY ABROAD

Student Experience Coordinator

Full Time / Part time:	Full Time
Regular / Temporary:	Regular, Permanent Contract
Salary:	Minimum salary £27,250. Salary is commensurate with skills and experience
Benefits:	Pension Contribution; Enjoy flexible work arrangements and an appreciation for work/life balance.
Location:	Onsite at our Centre in London, England
Reports to:	Director, IFSA England/Wales Programs

Position Overview

Are you a life-long learner, curious about the world around you?

Are you ready to bring your unique skills to a mission-driven organization?

Do you enjoy being a part of a student's journey of personal, academic and intercultural growth?

If so, we would love to welcome you to our global community!

We are looking for a motivated and enthusiastic individual to support the Institute for Study Abroad (IFSA)'s programmes throughout England and Wales. This position provides academic and cultural support for undergraduate students enrolled in English and Welsh universities, organizes culturally immersive and community-oriented activities and contributes to the overall operations of the England and Wales Team. In this position, you will work closely with all members of the local team, as well as colleagues from our sites in Europe, the Global Health, Safety & Wellbeing Team, Program Operations, Academic Programs and Student Engagement. You will take responsibility for students enrolled in a sub-set of IFSA's partner universities, usually a couple of universities in London plus at least one non-London partner.

The postholder will also provide support for IFSA's custom programs in England and Wales, taking the lead where appropriate to deliver custom programs, implementing the agreed brief to create an engaging itinerary and managing the program budget.

IFSA, a US-based nonprofit organization, creates global learning environments to help students gather the critical perspectives, knowledge, and skills essential for future success. With innovative programming and world-class support, IFSA delivers future-focused study abroad options in 19 countries and 48 cities around the globe. Our commitments to inclusive excellence, intercultural agility, individualized learning and enduring impact are present in every aspect of our programs.

Inclusion is a driving passion of our organization. We are committed to building a community where the thoughts and opinions of all team members are valued and contribute to our collective success, just as we build programmes with the same focus. If you share our unwavering commitment to Inclusive Excellence and want to join a community that actively strives to improve in all that we do, IFSA is the place for you.

Learn more about IFSA at <https://www.ifsa-butler.org/>

In this position, your responsibilities would include:

- Coordinating and supporting pre-arrival webinars, welfare check-ins, excursions, co-curricular activities and orientations.
- Conducting appreciative advising with students, including learning plan consultations, and regularly meeting with students to assess their experiences and help resolve problems
- Monitoring student's integration and well-being through regular communication and campus visits
- Supporting the planning and delivery of custom programs
- Supporting academic management of programs, including the course registration process, appreciative advising, and student learning plan consultations.
- Providing cover for the IFSA London Center's reception desk as and when needed on a shift basis
- Helping to cultivate and model practices and behaviors that reflect IFSA's organizational commitments of inclusive excellence, intercultural agility, individualized learning and enduring impact
- Contributing to emergency response and student incident management based on established protocol, and participate in after-hours emergency phone rotation
- Having additional opportunities that may include: contributing to other IFSA site operations via remote work and working with other IFSA departments such as Student Engagement for pre-travel program advising.

Requirements, Work Experience and Education

- One - two years of work experience; desired industries include study abroad, higher education, hospitality, tourism, non-profit.
- Contagious enthusiasm for IFSA's mission, vision and commitments.
- Strong time management and planning skills, with the ability to work independently to execute time-sensitive tasks and duties successfully.
- Strong attention to detail in creating internal and external documents and in managing program and administrative data.
- Success in engaging with and supporting students with diverse lived experiences including students of color, students with mental and physical disabilities, first-generation college students, and LGBTQIA+ students.
- Flexibility and ability to adapt and thrive in ambiguous and changing situations and to shift focus and reprioritize work as needed.
- An ability to respond calmly and professionally to emergency situations
- General knowledge of university system and student life in the UK
- Undergraduate degree preferred.
- The legal right to work in the UK.

We know there are great candidates who won't check all of these boxes, and we also know you might bring important perspectives, experiences and skills that we haven't considered. If this describes you, please don't hesitate to apply and tell us about yourself.

Physical and Work Environment

- Working on a computer, placing phone/video calls.
- Required to navigate and travel around the city and for excursions, potentially outdoors in the heat or cold
- Occasional travel around the city of London and outside London required.
- Occasional physical activities such as arranging chairs/tables in conference room settings.
- Ability to attend occasional meetings outside of local business hours, due to the global nature of our operations.

To Apply

To apply, please submit **both a cover letter and a CV** for this position via IFSA's career page: <https://www.ifsa-butler.org/connect-with-us/ifsa-job-openings/>

Review of applications will begin immediately, and the position will remain open until filled, with a desired closing date of May 3, 2024.

IFSA is an equal opportunity employer, and our hiring process is inclusive of all genders and gender expressions, races and ethnicities, ages, religions and sexualities as well as veterans and people with disabilities.