

Accent Global Learning – Senior Programs Coordinator

Summary:

The Senior Programs Coordinator will support the Centre Director in the running of the Accent London Study Centre. The position demands excellent organizational skills with an impeccable commitment to customer service and student welfare. Candidates will have strong interpersonal skills and be able to deal with a variety of tasks simultaneously both individually and as part of a team. The role will require flexibility and work outside normal working hours including occasional weekends.

Hours of Work:	37.5 per week (Typically 9am–5.30pm)
Reporting to:	Director, London Study Centre
Closing date for applications:	28 November 2021
Salary:	£35,000 per annum

The Accent London Study Centre staff provide logistical and academic support to study abroad students from the United States. The Study Centre has five classrooms, a student lounge, a library and office space. Accent London runs full semester programs, including academic courses taught by London based faculty and shorter programs taught by visiting faculty from the US. A lively program of guest speakers and events complements the students' academic courses. Accent has offices in London, Paris, Madrid, Florence, Rome, Sicily and Berkeley. For more information about Accent please see the website <https://accentglobal.com/>

Qualifications, skills and experience:

- Educated to degree level, MA desirable
- Experience providing pastoral care to students
- Interest in Health & Safety and student welfare
- Confident decision-maker
- Excellent command of written English
- Outstanding communication and negotiation skills, both oral and written
- Demonstrable ability to work in a customer focused environment
- Organized, efficient and detail-oriented
- Energetic and outgoing personality
- Demonstrable ability to work on a variety of tasks simultaneously
- Ability to work independently and as part of a small team
- Knowledge of U.S. Higher Education
- Ability to use initiative to deal with complex situations and provide creative solutions
- Willingness to work flexibly to meet multiple deadlines
- Study and/or work abroad experience helpful
- Legal right to work in the UK (we are not able to sponsor an employee under the Tier 2 visa scheme)

Responsibilities:

- Manage the administrative systems for organising multiple student groups
- Managing the front office staff with the Center Director
- Implementing procedures set out by university partners
- Coordinating with academics and university administrators
- Lead on Student Services
- Assist with financial accounting
- Networking to raise the profile of the Study Centre
- Overseeing student welfare
- Orientation and arrivals
- Accompanying student excursions
- Emergency phone duty (on rotation)
- Updating and revising office and program planning policies and procedures
- Provide informed advice about London for visiting academics and students
- Assisting the Center Director in all aspects of running the Study Centre

Please send your CV and cover letter to londonjobs@accentglobal.com and include your current salary and notice period.