



## **JOB SPECIFICATION**

<b>Position:</b>	<b>Student Services Advisor</b>
<b>Department:</b>	<b>AIFS Abroad</b>
<b>Reporting to:</b>	<b>London Head of Student Services</b>
<b>Location:</b>	<b>London</b>

The American Institute for Foreign Study (AIFS) was founded in 1964 and since then, over 1.6 million students have participated in our educational and cultural exchange programs. Typically over 6,000 American college students study abroad each year with AIFS Study Abroad— approximately 2,000 of these are on customized, faculty-led programs and approximately 4,000 study at local universities in Asia, Australia, Europe, Africa and the Americas.

### **Job Summary/Main Purpose**

AIFS Study Abroad has a vacancy for a Student Services Advisor in its London office. Your job will be to work as part of a team assisting U.S. undergraduate college students and their professors as they live and learn on Study Abroad programmes.

As an AIFS Student Advisor you will arrange cultural activities, excursions, class field trips, as well as assist the students with day to day living in their new home, ensuring effective planning and delivery of AIFS programmes. This position would suit a recent graduate who has an interest in international education and ideally who studied abroad. If you are enthusiastic, enjoy meeting people and want to work with students, then please read on:

### **Responsibilities**

- To participate in a team of on-site student and academic services staff to deliver support services, health and safety information, a cultural programme, adjunct courses, counselling/advice and housing services to visiting U.S. students.
- To be available to handle specific personal problems and concerns of individual students as they arise.
- To provide emergency cover for students with the aid of a duty mobile telephone as part of a team.
- Under the supervision of the Head of Student Services, to assist in the planning of upcoming AIFS programmes – booking guides, coaches, organising fieldtrips, housing, classrooms, and other programme components as required.
- To assist in the preparation of social and cultural activities and general forward planning for programmes.
- To assist in welcoming, and meeting with, U.S. campus administrators during site visits.
- Occasional evening duties and weekend work (cultural events, going on academic and cultural excursions, welcome receptions, extended office hours). This will require working extended hours via a flexi-time arrangement.
- Create social media content to promote AIFS programs



- This position is available with free company-provided accommodation in a shared student residence in central London (see salary and benefits). In return, the successful applicant will be expected to help supervise the residence.
- Any other duties as required.

### **Performance Indicators**

- To achieve at least 90% excellent and good combined in all categories under control of the Resident Director on student evaluation forms.
- To achieve positive feedback from programme faculty and U.S. co-ordinators.
- To complete assigned tasks within the allotted timeframes.

### **Skills Required**

- Good interpersonal skills and a confident and helpful manner to relate to U.S. faculty and students in a customer service role.
- A degree or equivalent, preferably with time spent living/studying abroad.
- Numeracy and ability to maintain records of expenditure.
- Pride in work; flexibility; ability to work as part of a team, to be able to prioritise and meet deadlines.
- A working knowledge of Social Media platforms.
- Good organisational and administrative skills.
- Interest in working in the study abroad field.

### **Salary and Benefits**

In return for a minimum of a 35-hour working week Monday to Friday, and additional hours according to programme needs:

- A basic gross salary of £26,000 per annum or £20,000 per annum including a private room with shared facilities in a student residence or apartment in return for residence supervision.
- A pro-rata entitlement of 30 days paid holiday a year plus bank and public holidays. Some weekend days of work will be required as part of the contract.

### **How to Apply**

Please send a current CV and covering letter detailing why you are suitable for the role to [collegejobs@aifs.co.uk](mailto:collegejobs@aifs.co.uk)

The application deadline is December 10, 2021 with interviews to be held on a rolling basis.

**Applicants must be able to provide documentary evidence of their eligibility to work in the UK.**