



JOB SPECIFICATION

Position: Director of Student Life (Permanent)

Department: AIFS Abroad

Reporting to: Head of Student Services

Location: London

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 Director of Student Life in its London office. The job will be to work as part of a team, across both Academic and Student Services, ensuring effective planning and delivery of AIFS Abroad programmes.

Responsibilities

- As part of a team, to provide front line support to students and faculty, delivering advice, guidance and information to ensure the best possible student experience.
- To work with staff and faculty in identifying, addressing and responding to student concerns and needs.
- In collaboration with the Housing Manager and Head of Student Services, to secure, review and allocate student accommodation.
- To assist the AIFS Academic Coordinator with the provision of academic services – classroom allocation, the planning and booking of academic field trips and assistance with the Canvas learning platform
- To ensure all events are inclusive and accessible, and to take into consideration any accommodations required.
- To arrange opportunities for service learning and local volunteering.
- To co-ordinate and manage academic and administrative processes to ensure compliance with the UKVI's regulations, in collaboration with the AIFS Compliance Officer.
- To plan and deliver workshops and information sessions as part of the orientation programme.
- To organise student focus groups and to monitor and evaluate student feedback during and at the end of each programme.
- To provide emergency cover for students with the aid of a duty mobile telephone as part of a team.
- Occasional evening duties and weekend work (orientation meetings, cultural events, overnight trips, extended office hours). This will require working extended hours via a flexi-time arrangement.
- Any other duties as required.



Performance Indicators

- Achieving at least 90% excellent and good combined in all categories on student evaluation forms

Skills Required

- Excellent communication and interpersonal skills in dealing with faculty, staff and students.
- Proven experience of working in a customer service environment.
- A degree or equivalent, preferably with time spent living/studying abroad.
- Knowledge and interest in virtual and experiential learning.
- Excellent attention to detail and the ability to work to a high level of accuracy.
- The ability to work collaboratively and innovatively as part of a team.
- Strong and effective verbal and written communication skills.
- Interest in working in the study abroad field.

How to Apply

Please send a current CV and covering letter detailing your suitability for the role to collegejobs@aifs.co.uk

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

AIFS is an equal opportunity employer and we are committed to nurturing a team that is representative of all sections of society, and for each employee to feel respected. We particularly welcome applications from candidates with disabilities, and Black, Asian, Minority Ethnic, and LGBTQ+ candidates – and any intersection thereof - who are currently under-represented at AIFS.