

Manager of Program and Student Services, London

About CAPA

CAPA The Global Education Network is committed to academic excellence, integrity, and innovation in learning abroad. Our mission is to provide meaningful experiences that challenge and inspire students to analyze and explore complex political, cultural, and social landscapes within urban environments. Through our commitment to personalized learning, global connections via technology and collaborative learning communities, we prepare students to live and work in a globally interdependent and diverse world. CAPA The Global Education Network is headquartered in Boston and operates programs in Dublin, Florence, Sydney, London.

Justice, diversity, equity, and inclusion are fundamental to the mission, structure, and operations of CAPA The Global Education Network. We are an equal opportunity employer that strives to provide a work environment that celebrates difference and is free of implicit and explicit bias. We seek to hire employees representing diversity in all forms and work to support all employees to achieve at the highest level. Employment is based on a person's professional qualifications and competence. CAPA does not discriminate against any employee or applicant because of race, creed, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, genetic information, veteran status, marital status, pregnancy, or related condition including breastfeeding, or any other basis protected by law.

Reports To

Director of Program and Student Services

Location

CAPA London Study Centre in South Kensington

Job Overview

This is a highly responsible role with the Program and Student Services team at our flagship London study centre providing key support to the Director of Program and Student Services. Responsibilities include management of custom and direct enrol programs, support with escalated crisis management, and supervision of a busy Program and Student Services team. This role will assure the quality of delivery of CAPA London programmes, and the successful candidate will foreground the integrity of the academic and student experience in London.

Responsibilities

Custom programming:

- Co-lead CAPA and CEA Study Abroad (a strategic partner of CAPA) direct enroll programs with the Director of PASS. Work closely with CEA Study Abroad leadership to provide a seamless study abroad experience for direct enroll students.
- Collaborate with the Director of PASS and US custom program planning team to create innovative, academically rigorous, and value driven programs in London

- Project manages the planning and delivery of custom programs in London with PASS coordinators
- Manage contract fulfilment and programme budgets for custom programs
- Support the Academic Affairs Team with classroom scheduling and adjunct faculty hiring for custom programs as needed
- Provide advice and guidance to visiting faculty prior to arrival and while in-country
- Compile detailed programme reports and make recommendations based on multiple feedback sources to ensure quality assurance is exceeded year on year.

Direct Enrol Programming:

- Co-lead CAPA and partner direct enrol programs with the Director of PASS.
- Maintain key relationships with UK HEIs, representing the needs of CAPA London direct enrol students throughout the life cycle of programmes
- Prepare direct enrol programs including, but not limited to, organizing housing, course enrolment, pre-departure orientation, creating a cultural planner, preparations for health and wellbeing accommodations
- Facilitate direct enrolment programs, including, but not limited to, providing advising support throughout the program, managing health and wellbeing needs,
- Manage contract fulfilment and programme budgets of each direct enrol programme
- Hold emergency phone to support direct enrol students out of hours
- In collaboration with Director of PASS respond to and manage all in-country crisis situations, communicating effectively with US teams and partners

Management:

- Collaborate with the Director of PASS each semester to establish a strategic plan for delivering all aspects of Program and Student Services in London.
- Line manages team of Program and Student Services Coordinators, promoting a positive and collaborative work environment
- Project manage the workload of PASS Coordinators, spanning custom, direct enrol and My Global City programs, through their life cycle
- Implement departmental processes and procedures that ensure consistency and quality of programme delivery, prioritise staff wellbeing and retention, and contribute to a culture of continual improvement
- In collaboration with the Director of PASS, manage scheduling, approve holidays, ensure cross training of the team to ensure operational consistency
- Lead regular meetings with staff, carry out performance assessments and manage staff concerns as they arise
- Represent the organisation at a managerial level, considering the needs of the organisation first in all situations
- Regularly review, update and implement the standard operating procedures for PASS coordinators

Student Advising and Crisis Management (at managerial level):

- Provide support to PASS Coordinators on day-to-day student advising and escalated student advising cases and incident reports.
- In addition to being part of the regular emergency on call rota, act as the backup support to the on-call staff when Director of PASS is on holiday.
- Uphold CAPA's disciplinary and reporting processes in agreement with the Director of PASS.
- Undertake regular training in student wellbeing and emergency response best practise

Other

- Embed the CAPA ethos and mission across all areas of programming.
- Support the Director of PASS with the hosting of site visitors (e.g., administrators from US universities)
- Work with US-based marketing, recruitment and admissions teams to provide material for CAPA marketing initiatives. Consider the relationship between on-site operations and US-based marketing needs and make recommendations accordingly
- With the Director of PASS, ensure regular assessment of program provision, both formally and informally, to ensure that the quality of our programming and advising is consistently high
- Communicate effectively with US institutional relations and enrolment staff to ensure all operations understand the student line of sight
- Manage important vendor relationships for programming, including reception venues, hotels, theatre & ticketing agents, academic institutions, museums, galleries, blue badge guides, and student partners

Qualifications

- An effective communicator, experienced in project and staff management in a higher education environment
- Proven ability to work to tight deadlines and frequently changing priorities, without compromising quality
- Demonstrate a keen awareness of the holistic needs of US students and higher education partners and an ability to translate this into detail-oriented program plans
- Strong emotional intelligence and the ability to recognize the skills and interests within your team
- Demonstrated ability to motivate and inspire greatness from individuals and a team
- Understanding of student health & well-being
- Experience in crisis management and de-escalation techniques

Bachelor's degree required; Master's degree preferred.

Hours

This is a fulltime role. Standard hours are 9:00AM to 5:30PM, Monday to Friday. Due to the nature of the studyabroad field, additional time beyond regular office hours is to be expected from time to time in this role.

To Apply: <https://capaworld.bamboohr.com/jobs/view.php?id=80>