**AMERICAN INSTITUTE FOR FOREIGN STUDY (AIFS)**

**Position:** Student Advisor  
**Department:** College Division  
**Reporting to:** London Program Coordinator  
**Location:** Oxford  
**Hours & contract type:** Full-time, temporary

**About AIFS**

Founded in 1964, the **American Institute for Foreign Study (AIFS)** is one of the oldest, largest and most respected cultural exchange organizations in the world. With global offices in 15 countries, we organize cultural exchange Programs for more than 50,000 participants each year. Programs include College Study Abroad, Au Pair in America, Camp America, insurance services, gifted and talented and high school Programs. Since 1964, more than 1.5 million students and teachers have participated in AIFS Programs worldwide.

The position of Student Advisor is within our College: Customized Faculty-Led (CFL) division. AIFS will have Customized Faculty-Led (CFL) groups in Oxford in May - June 2022. CFL Programs are formal arrangements between educational institutions and AIFS in which AIFS provides logistical support, student services, classrooms, housing facilities and cultural activities at a location abroad, plus insurance. Faculty from the home institution teach their curriculum abroad so the institution maintains academic control over the program and retains tuition income. Students pay a non-academic fee directly to AIFS.

**The Role**

Your job will be to work to assist American undergraduate college students (and their professors, where applicable) as they live and learn on Study Abroad Programs. As Student Advisor you will arrange and facilitate cultural activities, excursions, class field trips, as well as helping the students and faculty with day to day living in their new home, ensuring effective planning and delivery of AIFS Programs. The successful candidate will be required to work in close proximity with and be available for the students and faculty. To facilitate this, the Student Advisor will be required to live in Oxford and will be supplied with a travel card to cover all work-related public transportation.
Responsibilities

- To deliver information services, a cultural program, the scheduled itinerary, and counselling/advice to visiting American students (and faculty).
- To be available to handle specific personal problems and concerns of individual students as they arise, such as transport logistics, lost passports and illnesses, with the support of the other AIFS staff.
- To provide emergency cover for students 24 hours per day during the program dates with the aid of a duty mobile telephone. Phone duty will be shared between staff, where possible.
- To welcome the students on arrival at the airport, check them into their housing and provide an orientation presentation (which will be supplied by the London Program Coordinator).
- To assist in the smooth running of AIFS Programs on the scheduled itinerary – including confirming, facilitating and occasionally paying for guides, coaches, visits, sightseeing, guest lectures, etc. using funds provided by AIFS.
- To represent AIFS in a professional manner to both clients (the group) and suppliers (guides, hotels, restaurants, etc.) and to respond appropriately to any concerns or complaints made by a supplier about your group’s behaviour.
- To accompany and lead the group on all scheduled fieldtrips and excursions on the scheduled itinerary, where necessary (professional tour guides will be provided for tours).
- To help manage any issues or changes relating to housing, classrooms, transportation or other Program components as required.
- To provide local information and advice, including suggesting and, where possible, facilitating activities and events for the group outside of the scheduled itinerary.
- Any other duties as required to respond to the needs and requests of your group, to ensure its safety and deal with situations that may arise.

Candidates should note that this is not a 9-5 position; because of the nature of the position the ability to work flexibly and unsocial hours, including evenings and weekends, are essential requirements.

Performance Indicators

- To achieve at least 90% excellent and good in all categories on student evaluation forms.
- To complete assigned tasks within the allotted timeframes.

Skills Required

- Recent experience in student services, so as to be able to effectively lead, manage and council American students for an optimal study abroad experience.
- Proficiency with Microsoft Office pack and working knowledge of Social Media platform.
- Experience in the local area and country, so as to be able to provide “insider” information, advice and tips and generally help students to get the most out of their time – safely, economically and beyond the traditional tourist attractions.
- A mature, professional demeanour and ability to handle responsibility as the group leader.
- A degree or equivalent.
- Good interpersonal skills to relate effectively to American students in a customer service role.
- Pride in work, professionalism, flexibility, leadership, organisation, commitment & a sense of fun!
- Fluency in English.