Global Experience Manager  
(Maternity Cover)  
Job Description

POSITION OVERVIEW

<table>
<thead>
<tr>
<th>Department</th>
<th>Resourcing and Operations</th>
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<tbody>
<tr>
<td>Location</td>
<td>Devon House, London (campus-based)</td>
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<tr>
<td>Term</td>
<td>Full-time; fixed term (one-year maternity cover)</td>
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<tr>
<td>Hours</td>
<td>Monday to Friday (38 hours per week); 09:00 – 17:30</td>
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<td>Salary</td>
<td>£40,000 per annum</td>
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<td>Benefits</td>
<td>Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)</td>
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<td>Start</td>
<td>April/May 2022</td>
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The Global Experience Manager is responsible for project management of the delivery of London student mobility programmes, as assigned to this role. These are typically first-year international programs such as the N.U.in Program, NU Bound, and Global Quest, provided by Northeastern University.

The Global Experience Manager should have a working knowledge of international students and student mobility/study abroad programmes. They should have a broad understanding of the various contributory elements that make up the overall experience of a mobility student in London such as programme administration, Student Life, Residence Life, Student Support and Student Services. This position requires collaboration with programme directors, faculty, students,
academic services, and Northeastern University.

The Global Experience Manager will possess excellent communication skills, problem-solving skills, and organisational skills with strong attention to detail. The post holder will need to exercise patience, flexibility, and initiative and thrive in a fast-paced environment.

The post holder will be able to work on their own as well as being part of the wider teams servicing London student mobility programmes.

**Duties and Responsibilities**

- To be the key contact for the delivery of London student mobility programmes, liaising with Northeastern GEO office and the London departments, such as Registry, Student Support and Residence Life.
- To ensure compliance with requirements of London student mobility programmes, including delivery of the service level agreement, advising, and assisting in the implementation of the programme procedures and administration.
- To lead on the planning for London student mobility programmes, providing detailed project plans that cover all aspects of services provided to the mobility programmes.
- To maintain a good level of awareness of all aspects of London student mobility programmes, across operational, resourcing, academic and student services.
- Coordinate and Chair in a variety of meetings providing colleagues with regular updates and progress at all stages of London student mobility programmes.
- Line Management responsibilities for the personnel in the Global Experience Team, including a Student Life Coordinator and Global Experience Administrator.
- To lead on debrief sessions (including student feedback), taking detailed reports and taking forward agreed action plans.
- To lead on orientation, events and activities including budget management.
- Collaborate with the Student Life team in the integrational aspects of mobility students on the London campus, including the participation in student-wide community events.
- To represent the College at partner-hosted events related to London student mobility programmes, such as pre-departure orientations in Boston, and in live online presentations to students and parents.
● Oversight of co-curriculars, extracurriculars and mobility events facilitated on/off campus, as designated to this role, and in accordance with approved budgets.

● To have oversight of the planning and approving of regular communications to students, including student newsletters, social media posts and other announcements.

● Signposting students and colleagues to available resources, policies and procedures.

● Support to Northeastern colleagues visiting the London campus, by organising a schedule of local meetings and events for the duration of their visit.

● Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

● Undertake other duties commensurate with the level and purpose of the post as required.

**About the College**

Founded in 2012, New College of the Humanities has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. NCH continues to grow further expanding its student cohort, courses, network, and opportunities.

**Person Specification Criteria (Essential / Desirable)**

● Appropriate qualifications and experience in a similar role with significant experience in leadership and management [E]

● Experience in project management [E]

● Experience of mobility programmes and an international student-body, including a U.S. student demographic [E]

● Experience of nurturing relationships with key stakeholders, including a partner university [E]
Experience of successfully coordinating and leading a diverse team of staff in a fast-paced environment, including responsibility for staff development [E]

● Excellent communication and interpersonal skills [E]

● A strong administrator with excellent IT skills across Microsoft products: Word, Excel, Adobe, PowerPoint and video conferencing platforms. [E]

● The ability to engage confidently and competently with academic and wider professional communities and the willingness to participate in engagement activities which develop the reputation of the relevant programme within the sector [E]

● Good overall knowledge of the on-the-ground experience of a mobility student in London, including housing, wellbeing, academic administration, and student life. [E]

Application Process

Applications should be made via this link by 20:00 on 7 April 2022. Please reference your application “GEM222”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. The College can potentially provide sponsorship for this role.