



Job Description

Job Title: Academic and Experiential Education Administrator

Direct supervisor: EE Manager

Department: Academic and Experiential Education

Supervisees: N/A

1. The basic purpose and primary objectives of this position are:

This enthusiastic and organised professional plays an essential role in supporting the administrative needs of the Academic and Experiential Education Offices at FIE. The key tasks include: internship-related visa compliance administration (such as recording and monitoring student attendance and sponsor management duties); ensuring the databases are up-to-date and accurate; working with the Experiential Education team to prepare students for unpaid, credit-bearing internship experience opportunities in the London area; and liaising with faculty to submit academic syllabi, contingency plans and other records.

The A&EE Administrator is also the friendly first point of contact for student queries, student application management, and liaising with students and employers regarding internship documentation. As required, the role will take on a caseload of student internships.

The Experiential Education Administrator reports to the Experiential Education Manager and is expected to work closely with the rest of the Academic and Experiential Education department.

2. The administrative duties and responsibilities include:

- Managing, reviewing and organising departmental and student records such as Placement Agreement Forms and timesheets
- Managing immigration and visa compliance data, including submitting updates via the UKVI Sponsor Management System
- Managing internship material submissions, including following up with students and universities regarding late or incomplete applications
- General administrative duties within the Academic and Experiential Education Department such as assisting with attendance at off-site classes and tours, faculty hiring, collating syllabi and contingency plans
- Administration and record keeping for academic services, such as writing support tutors and textbook sales
- Preparing informational spreadsheets and recordkeeping documents
- Creating and updating database information for placement sites and students
- Creating and organising student informational packets with details of internships
- Writing and sending group emails to students, site supervisors, faculty and partners
- Attending team, department and company-wide meetings and note-taking when required
- Other duties as assigned



3. The operational duties and responsibilities include:

- Carrying out operational duties according to department procedures and meeting the relevant deadlines as required
- Acting as front-of-house for the Academic and Experiential Education Department, accurately responding to queries in a timely manner and signposting students and visitors via email, phone and in person
- Acting as office administrator, liaising with Facilities and Administrative Departments for maintenance and supply needs
- Planning and organising departmental events, such as faculty and employer evenings or student information fairs
- Organising and conducting orientations and group informational sessions for students
- As required, assisting with student placements including presentation of CVs and other internship documents, liaising with London businesses and organisations to coordinate appropriate placements, dealing with student difficulties, conducting site visits to internship locations and preparing reports
- Participating in interdepartmental committees

4. The developmental duties and responsibilities on a routine, day to day basis include:

- Helping review and edit handbooks and documents for internal and external use
- Assisting in the development of administrative systems to ensure operational reliability
- Identifying, researching and liaising with organisations for potential placement opportunities

5. The required skills and qualifications required for this job are:

- An undergraduate degree or equivalent experience
- Excellent organisational and administration skills with a high attention to detail
- Excellent communication skills; able to engage effectively across different groups of stakeholders
- Confident and outgoing personality with a positive attitude
- Ability to learn quickly and take initiative
- Ability to prioritise a complex workload in a busy office
- A strong command of written and spoken English and a high-quality telephone manner
- A sense of humour
- Excellent IT skills with a knowledge of MS Office package and databases

6. The desired skills and qualifications required for this job are:

- Previous personal experience of having studied and/or worked abroad
- An understanding of the international education sector, and preferably with some knowledge of the US Higher Education system
- Experience working with international students
- Strength in presenting in front of large groups of people