

CAPA Program Lead: Direct Enrolment and Special Programs

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 Buenos Aires, Dublin, Florence, Sydney, London and Shanghai.

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

The Director of Program and Student Services

Job Overview

As a program leader within the high performing Program and Student Services (PASS) team, this student-facing role leads the direct enrolment with local universities and specialised custom programs in the UK for American college and university students. Leading the development, planning, and delivery of direct enrol programs (programs in which students enrol directly into UK higher education institution) as well as contributing to London centre-based programming. Collaborate with a team of PASS Coordinators, each with varying primary responsibilities, this role will ensure the delivery of high quality global academic experiences.

Responsibilities

Direct Enrol Programs

Project manage Direct Enrol programs from planning to delivery, including but not limited to:

- Providing high quality student support and advising to students studying through CAPA/CEA at UK universities
- Organising and planning events and activities for students
- Expert liaison between UK university international offices and CAPA/CEA enrolment staff in US

- Collaborate with the London Leadership Team and global academic team to drive expansion of the direct enrol portfolio for the UK

Custom Programs

Provide administrative leadership on specialised custom programs at CAPA, London, including first year programs, and new program models. Including, but not limited to:

- Work closely with the US custom development team and US program management team to create innovative opportunities for partner institutions in London
- Act as primary program lead for inaugural or specialised custom programs when in country – including program planning, student support and advising, and visiting faculty liaison.

General Program and Student Services

Work collaboratively with other members of the Program and Student Services team to deliver high-quality student services for study abroad programs in London, including but not limited to:

- Play a key role in planning, creating and delivering student arrival and orientation across all programs
- Provide students support and advising while studying in country
- Collaborate with the London leadership team and the US Marketing team to ensure student materials are inspiring and accurately convey the mission and vision of CAPA, London
- Attend occasional evening and weekend social events for students
- Act as a member of CAPA's crisis support team on a rotational basis, providing 24/7 emergency support to all London students when on shift
- Opportunities to participate in CAPA global committees and cross-functional groups, gaining exposure to the broader organization
- Other responsibilities as requested by the Manager or Director of PASS

Qualifications

- Knowledgeable of the UK higher education system; experience with US higher education welcomed, though not required
- Excellent customer services skills and a strong interest and ability to work with people, particularly university students
- A flexible and adaptable personality and work style, unflappable in high-pressured and fluid situations
- Confidence with contracts: identifying deliverables, negotiating best rates and terms, and budgeting with sophisticated attention to detail
- Strong critical thinking and problem-solving skills
- Excellent diary management and experience prioritising tasks in a busy workload
- The ability and confidence to work independently while also being a strong team member comfortable with collaboration. The implicit awareness of understanding when collaboration or independent work is required
- Strong digital technology skills including high proficiency in Microsoft Office, and a familiarity with databases

- Flexibility with time and a willingness to work outside of regular office hours as needed.
- The legal right to work in the UK (CAPA does not sponsor visas)
- Minimum of a bachelor's degree

Salary

- Commensurate with experience, minimum of £40,000