



INSTITUTE FOR STUDY ABROAD

Director, England and Wales Programmes

Full Time / Part time:	Full Time
Regular / Temporary:	Regular
Salary:	Minimum salary 50k GBP. Salary is commensurate with skills and experience
Benefits:	Pension contribution, enjoy flexible work arrangements and an appreciation for work/life balance.
Location:	IFSA's London Centre, with hybrid work opportunities when calendars allow
Reports to:	Europe Regional Director, based in Scotland

Position Overview

Do you enjoy being a part of a student's journey of personal, academic and intercultural growth?
Are you a life-long learner, curious about the world around you?
Are you ready to bring your unique skills to a mission-driven organization?

If so, we would love to welcome you to our global community!

The Director of England and Wales Programmes is responsible for the development and leadership of all IFSA sites in England and Wales including the following: inspiring a commitment to first in class customer service for partners and students; ensuring high-quality programming that support student learning and satisfaction outcomes; delivering business results through creative and intentional programme design to support student learning; diversifying the program offering to meet market needs; leading team's day-to-day programme administration; and growing relationships with host universities, industry, and other partners with a goal of increased enrollment.

IFSA (Institute for Study Abroad), a US-based nonprofit organization, creates global learning environments to help students gather the critical perspectives, knowledge, and skills essential for future success. We believe that a global learning experience is an essential part of a student's learning journey. With innovative programming and world-class support, IFSA delivers future-focused study abroad options in 19 countries and 48 cities around the globe. Our commitments to inclusive excellence, intercultural agility, individualized learning and enduring impact are present in every aspect of our programs.

Inclusion is a driving passion of our organization. We are committed to building a community where the thoughts and opinions of all team members are valued and contribute to our collective success, just as we build program with the same focus. If you share our unwavering commitment to Inclusive Excellence and want to join a community that actively strives to improve in all that we do, IFSA is the place for you.

Learn more about IFSA at <https://www.ifsa-butler.org/>

In this position, your responsibilities would include:

Leadership

- Model a service-oriented management approach when dealing with key stakeholders in the US/UK including universities, housing providers, students, and parents.
- Thought leader for supporting the strategic direction and execution of our England/Wales Programmes in close partnership with Academic Programmes with an overall goal to offer the highest academic quality and grow enrollment in alignment with student and partner needs.
- Lead, develop and manage staff to ensure high levels of performance and engagement.
- Train and support teams around delivery of student services and student life.
- Help to cultivate and model practices and behaviours that reflect IFSA's organisational commitments of inclusive excellence, intercultural agility, individualized learning and enduring impact
- Oversee the recruitment, hiring and training of new staff in consultation with Academic Programs Leadership and HR
- Design and convene regular staff meetings/retreats to facilitate communication, exchange ideas, implement IFSA policy, conduct training, and facilitate teambuilding.
- Ensure the team is meeting deadlines and operational objectives.

Programme Development

- Development, operation, and delivery of new programmes including custom, collaborative & IFSA courses.
- Responsible for the delivery of academic and experiential learning programs and co/extracurricular activities that consistently meet or exceed the expectations of students and sending institutions
- Research and define programme objectives, course content and delivery schedule
- Manage the programme launch timeline and content development plan.
- Recruit, onboard and train new instructors
- Develop, align & manage resources to support new programmes

Partnership and Development

- Develop relationships and partnerships across our England/ Wales portfolio to enhance the academic and co/extracurricular offering
- Identify potential new opportunities to diversify the existing portfolio
- Identify potential networks to develop and realize these opportunities
- Oversee the preparation for and hosting of site visits from U.S. universities and partners
- Lead occasional group site seminars for university representatives or recruiting teams
- Travel to key U.S. institutions as needed to meet with faculty and administrators and promote programs, with the goal of increasing enrollment; represent IFSA at professional conferences

Programme Operations

- Collaborate with the Health and Safety team to create and update critical response plans for all sites in England and Wales
- Provide training for staff on the use of IFSA crisis management tools
- Provide leadership, crisis management, and assistance to staff during student incidents
- Ensure that staff are contributing to emergency response and student incident management
- Follow all policies and procedures for training, incident reporting, and student contracts and waivers
- Regularly review the IFSA housing portfolio to ensure it meets student satisfaction/health and safety criteria
- Work with partners and third-party providers to guarantee housing for students
- Schedule and oversee the efficient delivery of IFSA classes
- Validate course content and make programme iterations based on student feedback
- Support instructors on course delivery
- Ensure compliance with BAC accreditation requirements and protocols
- Develop and deliver engaging student programming in line with IFSA's commitments

- Facilities management of the IFSA flagship centre
- Responsible for the continuous improvement of all operating processes
- Responsible for the preparation of the annual budget requests and monthly reports to the CFO for monthly expenditures and bank statements
- Maintain and administer local bank accounts and petty cash reserves
- Understand legal guidelines and liability issues for England/ Wales programmes

Requirements, Work Experience and Education

- Minimum of ten years of progressively responsible experience in higher education, international educational exchange programs and non-profits.
- Strong leadership, organizational and management skills with at least five years of work experience in the UK
- Master's Degree required
- Proven track record in successfully supporting students on international educational exchange programmes – learning, immersion, and wellness.
- Ability to engage with and support students with diverse lived experiences including students of color, students with mental and physical disabilities, first-generation college students, and LGBTQIA+ students
- Mental agility, emotional intelligence, flexibility, and entrepreneurial mindset.
- Evidence of exceptional verbal, superior interpersonal, presentation, and writing skills, with a demonstrated ability to communicate complex concepts to audiences of various knowledge levels and backgrounds
- Passion for working with multiple diverse stakeholders
- Strategic thinking & problem-solving skills
- Data-driven approach to decision making, accuracy and attention to detail
- Crisis management experience leading and assisting staff during student incidents; an understanding of health & safety training protocols and procedures; an ability to respond calmly and professionally to emergency situations
- Flexibility and ability to adapt and thrive in ambiguous and changing situations
- An existing network within higher education or industry from which to develop opportunities
- Financial acumen, business development and budget skills
- Strong time management skills and the ability to execute time-sensitive projects successfully
- Evidence of innovation and initiative in prior work, including the ability to propose and implement strategies to support organizational priorities
- The legal right to work in the UK is required

We know there are great candidates who won't check all of these boxes, and we also know you might bring important perspectives, experiences and skills that we haven't considered. If this describes you, please don't hesitate to apply and tell us about yourself.

Physical and Work Environment

- Working on a computer, making phone/video calls.
- Flexible work schedules with some weekend hours, with hybrid work opportunities when calendars allow
- Required to navigate around the city and countryside, potentially outdoors in the heat or cold
- Occasional travel around the city of London required
- Additional occasional required travel may include within the UK, within Europe, or to other IFSA sites around the world.
- Occasional physical activities such as arranging chairs/tables in conference room settings.
- Ability to attend regular meetings outside of local business hours, due to the global nature of our operations

To Apply

To apply, please submit your cover letter and resume for this position via IFSA's career page: <https://www.ifsa-butler.org/connect-with-us/ifsa-job-openings/>

In your cover letter, offer a compelling "Why" statement as to your suitability to the role using the job responsibilities and organizational commitments as a framework.

Review of applications will begin immediately, and the position will remain open until filled.

IFSA is an equal opportunity employer, and our hiring process is inclusive of all genders and gender expressions, races and ethnicities, ages, religions and sexualities as well as veterans and people with disabilities.