

Study Centre Assistant - London

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 analyse and explore complex political, cultural, and social landscapes within urban environments.

Justice, diversity, equity, and inclusion are fundamental to CAPA's mission and operations. 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, colour, 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.

Job Overview

CAPA seeks applicants for an opportunity to gain experience within the rewarding field of US study abroad as a Study Centre Assistant. This crucial Front Desk role is the first encounter our students, staff and faculty have with CAPA London. You will be ambitious, bright, hands-on and presentable as you help with the operation of our academic facility, and support students from colleges and universities across the United States. You will play a significant role in ensuring study abroad students have the best possible experience while studying for one term of their degree at our premier study centre located in South Kensington.

Key Responsibilities

Study centre facility:

- Open up the study centre in the morning, opening security system, prepping classrooms and offices for the day. **OR**
- Close up the study centre at the end of the day – resetting learning environments, turning off equipment, locking classes, setting security and closing the building
- Manage the ground floor student lounge, always ensuring it is a welcoming space for students to use and that materials are kept up-to-date
- Assist the Study Centre Coordinator in liaising with external vendors to ensure the facility is running smoothly and within compliance

Student advising:

- Greet students, staff and faculty, making everyone feel welcome to our study centre
- Manage queries at the front desk from students, staff and faculty – act as the first port of call for all queries, signposting to relevant advising departments where necessary
- Play a key role in ensuring student needs are being met by the advising departments by communicating what you encounter at the front desk to department managers on a regular basis

Administration:

- Assist and support the Study Centre Coordinator in their daily tasks, including facilities management around the centre, finance administration, compliance administration
- Assist and support the Administrative Coordinator, including keeping staff room refreshments stocked, stationary ordered, schedules updated
- Assist the Program and Student Services team with daily tasks, including taking minutes/completing reports for student advising meetings, researching new activities and venues, creating student resource materials, organising hospitality for centre-based events.
- Assist Academic team with tasks including making classroom schedules, assisting faculty with classroom AV equipment
- Assist Internship team with tasks, including site research, document updating

Qualifications and skills

- You must have the established right to work in the UK. We cannot consider candidates who do not have this so please be clear in your cover letter that you already have this right to work.
- Excellent customer services skills and a strong interest and ability to work with people, particularly university students.
- Reliability, trustworthiness, and a pride in punctuality.
- Ability to think on your feet and manage the unexpected, particularly when supporting students.
- A high level of thoroughness, accuracy, and consistency in your work.

Reports to: Study Centre Coordinator

Hours:

37.5 hours per week, typically 8:30am – 5:00pm, with flexibility strongly preferred (the study centre is open until 9pm and late shifts will occasionally be required). The position is located 5 days per week at our study centre in South Kensington, London.

Salary

£26,000