

## Program and Student Services Coordinator - 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 analyze 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, 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.

### Job Overview

CAPA seeks applicants for an opportunity to work within the rewarding field of US study abroad as a Program and Student Services Coordinator. This role supports students from colleges and universities across the United States, ensuring they have the best possible experience while studying for one term of their degree at our premier study centre located in South Kensington. Responsibilities span both program services and student services, demanding a highly skilled administrator with a strong sense of empathy. This role is especially exciting for someone looking for diverse responsibilities, exposure to multiple areas within an international education setting, and provides the reward of seeing students grow and succeed during their time abroad.

### Key Responsibilities

#### Key student services duties:

- Work alongside all members of the Program and Student Services team to provide support and guidance to students, utilizing internal and external support services when necessary. Provide support for students in times of physical or mental medical crisis, and advocate for students who have roommate issues, are feeling homesick, or are having difficulty adjusting to being abroad
- Proactively create a caring, safe, and supportive environment in which a diverse student body are best prepared to achieve academic success
- Respond to student queries and concerns in a friendly, timely and expert manner
- Attend evening and weekend social events for students, particularly over arrivals and departures;
- Creatively develop, manage, and participate in student orientation sessions
- Develop student materials, events, and other initiatives that help all students engage fully in their academic program abroad

#### Key program services duties:

- Work on CAPA's signature global cities program and bespoke custom programs for US partner institutions
- Play a leading coordination role for custom academic experiences in London for US universities, working with colleagues in the US, and faculty from partner institutions
- Project manage deliverables for all programs imaginatively and cost effectively
- Organise and book excursions and London cultural events and activities for students
- Build and maintain London suppliers/contacts database, research and scope new venues for student events, build relationships with new and existing suppliers, and negotiate competitive pricing and high quality
- Administrate to a high level, creating documents, monitoring budgets, processing expenses, and project planning workflows

#### Other duties:

- Act as a member of CAPA's crisis management team on a rotational basis, providing 24/7 emergency support to all London students when on shift. (CAPA provides training and has clearly established

protocols for managing such situations. Back up support is available for difficult situations. Time is compensated)

- In collaboration with the Director of PASS, Manager of PASS, and the Boston Marketing team, ensure that student materials are inspiring and accurately represent the philosophy and ambitions of CAPA in London
- Opportunities to participate in CAPA global committees and cross-functional groups, gaining exposure to the academic and internship teams for a well-rounded understanding of the student experience

#### **Skill set required**

- Excellent customer services skills and a strong interest and ability to work with people, particularly university students
- Strong critical thinking and problem-solving skills
- High empathy levels, and a genuine desire to connect with and advocate for a diverse student body predominantly from United States institutions
- A high degree of professionalism and strong verbal and written communication skills
- A high level of thoroughness, accuracy, and consistency in work produced
- Ability to work independently while also being a strong team member who is comfortable with supervision and support; the implicit understanding when independence or teamwork is needed to achieve objectives
- Ability to manage workloads effectively under pressure, and handle difficult situations
- Confident in fast-paced or fluid environments
- Strong digital technology skills including high proficiency in Microsoft Office 365 software and a familiarity with databases
- A flexible and adaptable work style
- A willingness to work outside of regular office hours at busy times of the year as well as when attending events or dealing with urgent student issues
- The legal right to work in the UK
- Knowledge of the US education system (preferred)
- Prior experience working with students (preferred)

#### **Hours:**

Full time. Standard hours are 9:00 AM to 17:30 PM, Monday to Friday, but some shift work (to 8pm) occasionally required. Due to the nature of the study abroad field, additional time beyond regular office hours is to be expected in this role.

#### **Salary:**

£32,000 minimum, commensurate with experience