



INSTITUTE FOR STUDY ABROAD

Student Experience Coordinator

Full Time / Part time:	Part Time, approximately 18 hours/week, flexible
Regular / Temporary:	Regular, Permanent Contract
Salary:	Minimum salary £13,000. Salary is commensurate with skills and experience
Benefits:	Pension Contribution; Enjoy flexible work arrangements and an appreciation for work/life balance.
Location:	Oxford, England
Reports to:	Director, England and Wales Programmes, based in London

Position Overview

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?

Do you enjoy being a part of a student's journey of personal, academic and intercultural growth?

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

We are looking for an individual to support IFSA's programmes in Oxford and Cambridge. This part-time position provides high quality academic and cultural support for undergraduate students studying with IFSA in Oxford and Cambridge. You will organize co-curricular activities and personal check ins that support student learning and satisfaction outcomes.

During periods when students are not on site, this position will support Custom programs over the summer terms. This position will have work cycles that are more intensive requiring at times evening and weekend hours.

In this position, you will work closely with all members of the local team, as well as colleagues from our sites in the Europe, the Global Health & Safety Team, Academic Programmes, and Student Engagement.

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. 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 programmes 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:

- Preparation and presentation of pre-arrival student webinars, assistance with welfare check ins
- Coordinate and support excursions, co-curricular activities, orientations, and other events as needed
- Coordinate and support custom bids and programmes, as well as supporting the planning and delivery of custom programmes
- Conduct appreciative advising meetings, including learning plan consultations, and regularly meet with students to assess their experiences and help resolve problems
- Monitor student's integration and well-being through regular communication and campus visits
- Support academic management of programmes, including the course registration process, appreciative advising, and student learning plan consultations
- Coordinate the booking and timetabling of IFSA classroom space
- Contribute to emergency response and student incident management based on established protocol, and participate in after-hours emergency phone rotation
- Initial point of contact for general student inquiries
- Duties assigned by Director to assist with student services and England/Wales operations.
- Other duties and projects, as assigned, that may include opportunities to contribute to other IFSA site operations via remote work; opportunities to work with Student Engagement on pre-arrival student advising; opportunities to work with Institutional Engagement to develop institutional partner relationships.

Requirements, Work Experience and Education

- 1-2 years of work experience in sectors such as higher education, tourism, event planning, or hospitality
- Strong time management and planning skills, with the ability to work independently to execute time-sensitive tasks and duties successfully
- Strong attention to detail in creating internal and external documents and in managing programme and administrative data
- Strong digital competencies, including the ability to engage with multiple systems and our database platform, Salesforce
- Ability to cultivate and model practices and behaviours that reflect IFSA's organisational commitments of inclusive excellence, intercultural agility, individualized learning and enduring impact
- Proven ability to work well in a team and to engage effectively with colleagues across an organization
- Ability to engage with and support students with diverse lived experiences including students of colour, students with mental and physical disabilities, first-generation college students, and LGBTQIA+ students
- Flexibility and ability to adapt and thrive in ambiguous and changing situations and to shift focus and reprioritize work as needed
- An ability to respond calmly and professionally to emergency situations
- General knowledge of university system and student life in the UK
- Undergraduate degree is preferred
- The legal right to work in the UK.

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, placing phone/video calls.
- Required to navigate and travel around the city and for excursions, potentially outdoors in the heat or cold
- Occasional travel around the local city and programme locations is required –including Oxford, Cambridge, and other IFSA locations.
- Occasional physical activities such as arranging chairs/tables in conference room settings.
- Ability to attend occasional meetings outside of local business hours, due to the global nature of our operations

To Apply

To apply, please submit your cover letter and CV 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 how your suitability to the role would best support the specific needs of Oxbridge students.

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.