



Arcadia University Job Description

Job Title:	Student Services Coordinator	Date:	February 2023
Department:	Student Services	Reports To:	Associate Director for Student Services
Unit:	London	Salary:	£27,000
Full/Part Time:	Full Time		

Position Summary:

This role is part of the Student Life team at the Arcadia University London Center which provides a comprehensive range of support services and extra-curricular opportunities for around 1000 students per year, from over 400 schools in the US, on over 30 different programs all over England & Wales (plus an increasing amount of customised study abroad programming) including orientation, health & safety advice and support, residential life & extra-curricular programming, budgeting, cell phones, student life in the UK volunteering, community engagement, social media and immigration. The team also works closely with support staff in the US to help prepare students for study abroad.

As well as providing general student support services as outlined above for all students as part of the Student Life team, the postholder has responsibility for providing information to students and ensures the effective delivery of co-curricular and extra-curricular services and support to students and staff. The postholder also provides administrative support to the Associate Director for Student Services and the Student Services Officers.

Hours

The role is a full-time post which requires flexibility and adaptability. The nature of the role means that unsocial hours are often worked, requiring some evenings and weekend work, this is a necessary part of the role. Discretionary time off may be granted by the line manager for sustained work done outside of office hours. The role requires you to provide 24hr emergency phone cover for students on a staff rota basis.

Duties and Responsibilities

Essential Functions

As a guide, you can expect your distribution of time as follows (NB this may change over time according to the changing needs of the organisation and the role):

1. Administration - 40%

- Provide administrative support for the routine operation of all student services including events, health and safety provision, extracurricular programming, orientation, pre-departure;
- Provide administrative support to the Student Services Officer in planning and delivering custom programmes;
- Overseeing the events budget, ensuring that events are offered across a range of prices and remain within the agreed budget for the semester and orientation, and

undertake all bookings for excursions, including transport, accommodation and activities

- Ensure risk assessments are conducted for extra-curricular events;
- Responsible for uploading and keeping information up to date for student events registration via Salesforce

2. Student support/advising - 25%

- Provide support, advice and information and opportunities for students with regard to orientation, health, safety, academics, housing, co-curricular and extra-curricular opportunities
- Sourcing, promoting and evaluating appropriate student volunteering opportunities
- Ensure students are able to access appropriate local health care & support & respond to health care enquiries;
- Act as in country Program Contact for specific programmes as directed;
- Provide cover for the London Center student front desk reception on a shift basis as required;

3. Programming/Orientation - 20%

- Organize and run student events and excursions, attending events as necessary;
- Lead up to two weekend excursion/events per semester/term including one residential event;
- Participate in the planning and delivery of student orientations.

4. Social media/Communications - 15%

- Responsibility for communications via various media including social media, email bulletins, noticeboards
- Support the Associate Director of Student Services in compiling and reviewing the Student Handbook
- Responsibility for participating in and chairing on rotation the Social Media committee, liaising with US staff responsible for Social Media and in-country Directors, and overseeing social media output based on a schedule determined at these meetings
- Monitor and publicise relevant local events and information providing students with information regarding a range of cultural and social opportunities;
- Maintain regular communications with students, staff, visitors and partners in person, by phone, email and letter and other media.

Other Duties

- Serve, in the regular staff rota, as an emergency out-of-hours contact for students;
- Support students in need of urgent care out of office hours;
- Contribute to the staff response to large-scale major emergency incidents out of office hours as required.
- Any other duties commensurate with the level and nature of the post

Required Knowledge, Skills and Abilities:

Person specification

- The post requires a graduate with excellent interpersonal skills as well as enthusiasm for global education, London and the UK. The postholder is expected to be able to operate independently as part of a broader remit, use their initiative to make decisions independently where appropriate.

- The ability to communicate effectively with colleagues and students from across the institution and externally
- Commitment to providing a high level of service to students
- The post requires someone who is able to think creatively about the delivery of a programme focused on the needs of students living and studying in another country, and who possesses strong communication skills (both written and verbal), confidence working in a team environment, IT office system experience.
- Willingness to travel when and if necessary. The postholder will be expected to be willing and able to adapt to the changing needs of the sector and the organisation.

Where E = essential and D = desirable	
First degree	E
Ability to work as part of a team while managing a varied individual workload	E
Excellent communication skills	E
Strong interpersonal skills	E
Organisational and planning skills	E
Proven ability to multi-task and prioritise, with excellent attention to detail	E
Proficiency in IT literacy and in particular Google suite	E
No restriction on permission to work in the UK	E
Demonstrable enthusiasm for study abroad and international education	E
Numerate	E
Experience of UK and US higher education systems	D
Good knowledge of London & the UK, an ability to engage with students about London and the UK.	D