Tufts University Job Description

Position Title: TiL / TiO Academic Coordinator
Supervisor Name: Meredith Hyde
Supervisor Title: Director, Tufts in London and Tufts in Oxford
Department: Tufts in London/Tufts in Oxford /Tufts Global Education
School or Division: Shared Division: AS&E

The Academic Coordinator is an employee of Tufts University (USA), with a benefits package appropriate to the UK including pension contribution and private health insurance.

Summary Information

This information may be used for posting or advertising the position

Position Title: Academic Coordinator

Department Overview:

Tufts Global Education (TGE) serves as a hub of international programs and initiatives at the School of Arts and Science and School of Engineering at Tufts University. The division works with faculty, students, and across the University on global engagement. TGE oversees study abroad, international exchange programs, international learning collaborations, and faculty-led custom programs. We currently operate 11 of our own programs, and we also facilitate student participation in approved programs throughout the world.

Tufts in London/Tufts in Oxford supports Tufts undergraduates who are visiting students at seven UK universities – Pembroke College, Oxford, the LSE, QMUL, RHUL, SOAS, UAL, and UCL. The programme currently enrols roughly 40+ full year students, 70+ fall students and 80+ spring students per year, studying a wide variety of majors -- from Studio Arts to Engineering. Roughly a quarter are from outside the US. Tufts, as a university, offers admission to students from all cultures, religions, ethnicities, and socioeconomic backgrounds. As such [otherwise this is a bit runon] it is crucial that all students’ individual and community concerns and needs are understood and addressed during their time abroad in imaginative and empathetic ways.

Position Overview:

The purpose of this position is to assist in the smooth functioning of these simultaneous programmes. The Academic Coordinator’s role is to support students’ adjustment to a very different academic environment, and to help them integrate it into their overall degree. The person will work closely with a diverse cohort of students to help them identify and navigate their short and long term academic goals, ensuring a successful transition between their time in the UK and their overall degree at Tufts.
Detailed Job Description:

**Assist with students’ academic preparation and application process**

- **Assist** in academic pre-departure, advising as students chose between types of academic experience (e.g. UCL single-subject vs QMUL American-style, LSE full year vs SOAS semester).
- **Act as a liaison**, helping students direct their academic questions to the appropriate staff at UK universities and at Tufts.
- **Explain the transfer of credit, course equivalency and petition processes** as needed
- **Work with students on course equivalences and petition prep**, and to obtain materials such as course outlines
- **Help track students’ applications** as they move between disciplines, need additional materials, etc
- **Upload recommendations and application materials** as requested
- **Reiterate UK universities’ pre-arrival course information** (e.g. registration information)

**Support in-country academic administration**

- **Generate each semester’s course lists and student registrations** for the registrar
- **Prepare grade records and convert transcripts** for entry onto SIS
- **Manage academic procedures** such as P/F requests and deadlines and keep the information up to date in TiL/TiO materials such as the Handbooks and website
- **Track the academic policies and procedures** of the UK universities
- **Track the eight academic calendars** and communicate relevant information to students via social media, email etc – e.g. reading and exam periods and deadlines.
- **Develop and maintain lists of academic support materials**, such as lists of libraries, study break events and UK university academic events
- **Supply Delayed Grades/UK system letters**.
- **Assist with academic mentoring**, helping students think about their academic goals, how to measure their academic progress and what their individual academic success strategies might be
- **Create and assist with social media management** as well as other content for outreach, support, and engagement. Monitor the social media feeds of the partner institutions in relation to academic content.

**Support students with learning accommodations and special academic needs**

- **Before arrival**, help students work with the Staar Centre and their UK universities to file the appropriate paperwork and accommodation requests.
- **Identify academic support services** and academic resources students have access to, such as their university’s Writing Centres and study resources.
- **Help students navigate the application process**, self-advocate and communicate with instructors to receive approved accommodations, and check in with these students on a regular basis.

**Additional duties**

Partner with colleagues to customize identity-based student activities, support, and programming relevant to a diverse student cohort including, but not limited to, First Gen, International, LGBTQ+, and BIPOC (Black, Indigenous, People of Color) students.
Provide assistance, organization, and editing on communication, materials, and student information. Answer general inquiries and direct questions to appropriate staff. Coordinate meetings and keep student records up to date.

Assist in running effective pre-arrival, orientation, and departure sessions. Support staff in London and Medford on general information sessions, pre-departure sessions, orientations, and student events.

Emergency Response – Assist and support in crisis situations with the director and other members of the team. Participate in local and international training on physical and mental health, safety, and security health in order to best support students. The person must be prepared to assist across a range of scenarios, from mass casualty events (e.g. the London Bridge attacks) to individual student situations (e.g. a mental health emergency).

Other duties as assigned.

Position Qualifications:

**Basic Requirements:**

**Candidates must meet basic requirements to be considered for this position**

- Appropriate permit/authorization to work in the UK is required. Candidates without it will not be considered
- Experience working in international education, student affairs, residential life, study abroad, global programs, cultural exchange, and or higher education is required, such as experience with with students going abroad, international students, cultural exchanges, global programs, and/or student affairs/activities
- Experience with effectively coordinating and implementing cultural, international, and/or educational events
- Experience interacting with students in a range of situations
- Required computer/technical skills: Proficient in MS Office, especially skilled with Word, Excel, PowerPoint and demonstrated use of spreadsheets, data tracking, database/content management systems. Knowledge, comfortable with, and excitement for social media platforms. Any design software knowledge preferred
- Willingness to be based in London with occasional day travel to Oxford and Egham
- Ability and willingness to work occasional evening hours and occasional weekends throughout the year
- Ability and willingness to work in emergency situations
- Experience in intercultural communication, diversity, equity, and inclusion student programming and a commitment to creating an inclusive community
- Must be able to handle multiple responsibilities with competing priorities, time-sensitivity, and complex administrative details
- Must be able to work independently without close supervision, with flexibility, self-initiative, patience, agility, and a solution-focused perspective as a team player
- Must be highly organized; proven attention to accuracy and detail is critical
- Demonstrated strong verbal, written, and presentation communication skills
- High level of professionalism and capacity to maintain composure in times of crisis.
- Capacity to offer empathy and the highest level of support to students and partners at varying organizational levels while emphasizing policy requirements

**Preferred Qualifications:**

- Experience with academic registration, student support services, student affairs, and/or student advising
- Familiarity with TerraDotta, Zoom, WordPress, Qualtrics, Google Suite, and/or other student information systems
- Demonstrated use of social media platforms and student outreach
- Proven ability to work effectively and cooperatively with college students, faculty, staff, and parents

We are a close-knit team and are proud of our supportive working environment, encouraging staff development and professional opportunities alongside work/life balance.

Tufts is an Affirmative Action/Equal Opportunity Employer and actively seeks candidates from diverse backgrounds.

Special Work Schedule Requirements Work hours are 9 a.m. to 5 p.m. Monday through Friday. **This is an in-person role based in Central London.** Some weekend and evening work will be required on occasion. Domestic travel will be expected. Expected to work flexibly and at times remotely, and to adapt working schedules to the time demands and calendar throughout the semester.
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