Center Coordinator, Arcadia University London Center

The College of Global Studies at Arcadia University (based in Philadelphia, Pennsylvania, USA) provides over 100 study abroad programs in 12 countries to students from over 300 institutions of higher learning in the United States. Currently, the University is ranked #1 in the USA for the number of students that study abroad through its short-term, summer, semester and full-year programmes. With over 30 programmes offered at UK universities, in addition to its London Center, the College of Global Studies offers a diverse range of study abroad options, including first year programming, internships, and undergraduate research opportunities. Arcadia’s London Center is based in Bloomsbury where classes, academic programmes, student life services and other forms of comprehensive support are offered to participating students.

The London Center is seeking a suitably skilled and enthusiastic person to join our team of experienced international educators as our Center Coordinator. The role provides front line services to all users of the Center, including answering telephones, greeting visitors, managing room bookings, supporting colleagues and responding to enquiries.

The successful candidate will need to demonstrate an interest in study abroad programming / international higher education; an ability to communicate with students, staff and visitors alike, whilst maintaining a calm and organised work environment. As a front-facing position, candidates must be presentable, reliable and punctual and be willing to assist other departments within the Center on an ad hoc basis. Candidates must be eligible to work in the UK. Occasional weekend or evening work related to events is required. The role is 36 hours per week spread over 4 days. Applications will be reviewed from submission, with interviews held virtually on 31st August / 1st September 2023.

Minimum qualifications required: GCSE English & Mathematics at Grade C or above or equivalent.

Further details from: hr-london@arcadia.edu

Application deadline: 28th August 2023

Application: 2-page CV and covering letter to hr-london@arcadia.edu

Start date: 18th September 2023

Salary: £24,000 pa
Background

The College of Global Studies at Arcadia University (based in Philadelphia, Pennsylvania, USA) provides over 100 study abroad programs in 10 countries to students representing over 300 institutions of higher learning in the United States. Currently, the University is ranked #1 in the United States for the number of students that study abroad through its short-term, summer, semester and full-year programs. With over 30 programs in the United Kingdom, in addition to unique programs of study at its London Center, The College of Global Studies at Arcadia University provides first year programming, internships, and undergraduate research opportunities, as well as a diverse range of study programs at British universities. Arcadia’s London Center is based in Bloomsbury, where classes, academic programs, student life services, and a program of comprehensive support are offered to participating students who are studying in London.

The Center Coordinator is part of a student-focused team providing a professional, safe and comfortable environment for both staff and students. They are expected to be well-informed and knowledgeable about the operations and services provided by the London Center, providing at times both front line and back office support to the smooth running of the Center. The Center is often extremely busy, and a calm and efficient disposition is essential.

Working Hours:

Total contracted working week to be 36 hours,
- Monday to Thursday, 8.30am-6.30pm
Occasional evening work related to events may also be required.

Main Duties:

General duties: 40%

- Deal with general enquiries to the Center from both students, faculty and visitors
- Answer telephone enquiries, screening and redirecting calls as appropriate; take and relay messages
- Manage visitors to the Center, ensuring signing in and off site; providing visitors with Health & Safety Information
- Ensure systems are in place and being used to maintain knowledge of staff and student movements in and out of the Center and to track the usage of the Center
- Act as one of a team of fire marshals
- General administrative and clerical support to include:
  - Responsibility for purchasing supplies for the college and ensuring good value
  - Receive and sort mail and deliveries
  - Post outgoing mail and book couriers as required
  - Program Reception display screen as required
  - Maintain the Center’s diary, organise meetings, travel and provide clerical support to the Directors
● Assist the Finance and Office Manager and Facilities & IT Support Assistant in: 15%
  ○ Assist in the planning of itineraries for and greeting of visitors to the London Center
  ○ Assist with technical issues during classes
  ○ Ensuring the tidiness and maintenance of the center and satellite sites
  ○ Assisting in basic book-keeping and reviewing invoices etc
● Offer support to the Associate Director of Academic Affairs with the following: 7%
  ○ Support the Booking of external academic events
  ○ Liaising with faculty in connection with class excursions
  ○ Support in the monitoring of student attendance
● Assist the Student Life & Student Services Teams in: 15%
  ○ Ordering supplies for orientation
  ○ Assisting when time allows with various tasks in preparation for orientation
● Offer support to the University Relationships Manager: 8%
  ○ Assist in data collection and aggregation for specific projects as required
● Any other duties commensurate with the post: 15%

Reports
This position reports to the Finance and Office Manager.

SALARY & BENEFITS
● Salary range: £24,000 pa
● 8% Employer’s contribution to pension scheme
● Season ticket loan scheme
● Equivalent to 28 days’ holiday (based on FTE where a full time working week equals 37.5 hours in a week)
● Hybrid working policy applicable outside of term time

PERSON SPECIFICATION
Education and Experience required
● GCSE Maths & English at C or above
● Reception experience an advantage
● Knowledge of administrative and clerical procedures
● Knowledge of Microsoft Office applications (Word, Excel, Access, Powerpoint) and Google applications

Education and Experience beneficial
● Degree or equivalent
● Experience with Salesforce
● Working with international students

Essential Competencies
● Strong verbal and written communication skills
● Customer service orientation
● Accuracy and attention to detail
● Reliability
● Organising and planning skills
● Initiative