



INSTITUTE FOR STUDY ABROAD

Custom Program Coordinator

Contract Type:	Full time
Compensation:	Minimum salary £27,250. Salary is commensurate with skills and experience
Benefits:	Pension contribution, enjoy flexible work arrangements and an appreciation for work/life balance.
Location:	IFSA's London Centre, with hybrid work opportunities when calendars allow
Reports to:	Director, IFSA England/Wales Programs

Position Overview

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

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?

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

The Custom Program Coordinator (CPC) supports IFSA's custom programs throughout the assigned location. This position provides high quality academic and cultural support for faculty/undergraduate students studying on custom programs with IFSA in England and Wales. The CPC organizes co-curricular activities and personal check ins that support student learning and satisfaction outcomes, provides operational planning and delivery support for custom programs, and supports the delivery of quality programs with a focus on excellent customer service and satisfaction.

The CPC will also support the England & Wales Team by taking responsibility for students residing in IFSA-provided housing. This will involve liaising between students and housing providers to ensure concerns are dealt with promptly and carrying out occasional housing check-ins to visit students in-situ.

The Custom Program Coordinator works closely with all members of the local team, as well as with global colleagues from Health & Safety, Academic Programs, and Student Engagement.

This position will have work cycles that are more intensive requiring at times evening and weekend hours. Additional hours are compensated per local law.

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. We believe that a global learning experience is an essential part of a student's learning journey. 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.

Learn more about IFSA at <https://www.ifsa-butler.org/>

In this position, your responsibilities would include:

- Assist with planning, delivery and post-delivery program follow-up for custom programs.
- Develop a broad network of vendors to support program goals with a keen eye on fiscal responsibility and quality service delivery
- Work with the Custom Program Team and London teammates to meet RFP/bid requirements in a timely manner
- Coordinate timely organization of all program logistics
- Assist in creation of the proposal budgets
- Monitor program operating budget, forecasts, expenditure, billing, receipts and actuals using local financial systems
- Resolve custom program participants' issues and respond to inquiries from leads, participants, and faculty in a timely/professional manner
- Support prearrival webinars and update materials specific to the location
- Lead coordination with IFSA teams to ensure all guidelines for responsibilities related to Custom programs as outlined in the "Lifecycle of a Custom Program" protocol are followed
- Collaborate closely with IFSA's Student Engagement team on details specific to each program
- Primary point of contact to understand IFSA policies and procedures for faculty/staff/students
- Design strategies to ensure students and faculty provide feedback in post program evaluations
- Attend all pre/during/post meetings for briefings/debriefs on the program
- Ensure completion of all program evaluations for feedback/continuous improvement planning
- Emergency/Health & Safety support during program delivery
- Providing cover for the IFSA London Center's reception desk as and when needed on a shift basis
- Liaising with housing providers to ensure a successful relationship and that student issues are addressed expediently
- Primary point of contact for issues with IFSA student housing (for students on custom, semester, and summer programs)

Experience and Skill Requirements

- Minimum 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 program 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 behaviors that reflect IFSA's organizational 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 color, 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 systems and student life in the UK, especially in Greater London.
- Undergraduate degree preferred – or in progress.
- The legal right to work in UK required

Physical and Work Environment

- Working on a computer, making phone/video calls, updating systems and documents.
- Required to navigate and travel around the city and for excursions, potentially outdoors in the heat or cold
- Occasional travel around the local city to host institutions, student housing and weekend trips is required
- 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 **both a cover letter and a resume** 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 your suitability to the role using the job responsibilities and organizational commitments as a framework.

Review of applications will begin immediately, and the position will remain open until filled, with a desired closing date of May 3, 2024.

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.