

Collaborative Programs Officer

Planning and Administration of Collaborative Programs - 50%

- Act as the lead worker on all duties (as set out below) on an agreed subset of existing and new Collaborative programs; where not acting as lead, act as support to other members of the Collaborative programs team in support of other collaborative programs as needed.
- Assist the Associate Director, Collaborative Programs, based in USA, and London Center Directors in research for program proposals that meet the needs of US collaborative partner schools.
- Research and cost elements of proposed programs to build into program budget proposals.
- Organize and deliver the agreed program of events and activities for collaborative partner programs as specified in the Program Agreement.
- Manage spending on program budgets in collaboration with Arcadia Finance staff to ensure financial accuracy and settlement of invoices.
- Work with the Senior Student Services Officer, based in London, to assist in the planning and delivery of Orientations for collaborative programmes and others as required.
- Where required work with SSSO in relation to the planning and allocation of housing for Collaborative program groups
- Monitor and maintain in Salesforce accurate student data records e.g cell phone numbers, etc.
- Liaise and work closely with the Academic and Student Life teams in relation to the delivery of Collaborative programmes
- Communicate with appropriate US TCGS staff to update US partners on program related matters and student issues as necessary.
- Liaising with the Resident Director and Finance and Office Manager, assist in the organising and hosting of Collaborative partner visitors ensuring where necessary any obligations in the Program Agreement are met.

Student and faculty support/advising - 30%

- Act as primary contact (Program Contact) responding to student inquiries and concerns, for students on designated programmes.
- Provide support, advice and information for students with regard to orientation, health, safety, academics, housing, co-curricular and extra-curricular opportunities.
- Ensure students are able to access appropriate health care and support and respond to health care enquiries.
- Act as the primary contact for in-country Collaborative Program faculty and staff and support them in the delivery of the agreed program activities.

Emergency and Incident response - 10%

- Support students in moments of crisis and extreme need to access support both from within the university and from external agencies
- Serve, in the regular staff rota, as an emergency out-of-hours contact for students,

- Support students receiving inpatient care as required including possible welfare visits.
- Respond to large scale major emergency incidents out of office hours as part of the large scale emergency team in accordance with the established emergency plan.

Other duties - 10%

- Contribute to student communications via social media, email bulletins and handbooks.
 - Regularly lead student events and activities as required, including up to 4 weekend excursions per semester when required as well as occasional evenings, particularly during orientation and for end of Semester events.
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