

James Madison University

Programme Assistant

James Madison University is seeking an individual to serve as a part-time Programme Assistant for its London, England based study abroad program. The Programme Assistant will assist with on-site management of the program in Bloomsbury, including support of students and other tasks as needed. This role requires flexibility in working hours due to varying operational requirements at different times of the semester and throughout the year. This is a part-time position limited to no more than 20 hours per week. Primary duties include:

Student Support:

- Provide guidance and support to students throughout their time in London.
- Address student welfare concerns by offering resources and assistance for health, safety, and well-being.
- Provide support for group excursions in London and weekend trips outside of London as needed, including travel with the group and/or office coverage.
- Assist with the potential development of and support for a new first-year program during Autumn semesters.

Administrative Tasks:

- Support the London team in organising and coordinating orientation week and other events.
- Assist the PC in booking trips and excursions for students.
- Help prepare Madison House for student arrival and departure, and liaise with the accommodation provider as needed for maintenance and general upkeep.
- General office tasks as needed.

Communication:

- Assist the PC with communication with faculty, including collecting weekly attendance.
- Work with Student Programme Assistants (PAs) to plan and book social events.
- Collaborate with local partners for student immersion opportunities and developing resources for a potential first-year program.

Social Media:

- Oversee Semester in London social media accounts, such as Instagram.

Expected hours per week: Part-time with no more than 20 hours per week.

Salary: £15 per hour

Required skills, competencies and experience:

- The legal right to work in the UK.
- An undergraduate degree (BA, BS, or equivalent).
- Ability to work collaboratively and effectively in a team environment.
- Strong interpersonal skills, cultural sensitivity, and experience presenting to groups.
- Reliable, honest, mature outlook, proactive and hardworking.
- Genuine interest in supporting students.
- Enthusiasm for and familiarity with London, including cultural and tourist activities.

Desirable skills and experience:

- Experience living, studying, or working abroad, or working with international students.
- Experience working in a university or academic setting.
- An understanding of both UK and American university culture and operations.
- Experience using Canvas or a similar course management system.
- Good IT skills particularly Microsoft Office (Outlook, Word, Excel).
- Administrative experience.

Application must be made electronically, with Microsoft Word attachments. Send cover letter, CV/resume, and the names, titles, and phone numbers of three references (at least one should be the most recent employer) to Dr. Amy Paugh, Director of Semester in London Program, paughal@jmu.edu. Review of applicants will begin immediately. Initial interviews will be held via Zoom. The position will remain open until filled.