

Position: Student Life Coordinator.

Reports to: Student Life Director.

Department: Student Life.

Contract: Full Time, Permanent

Location: Bloomsbury, London.

Salary: £28,000 - £32,000 (experience depending)

A nonprofit, non-governmental organization, CIEE is the world leader in international education and exchange. For over 70 years CIEE has helped thousands of people gain the knowledge and skills necessary to live and work in a globally interdependent and culturally diverse world by offering the most comprehensive, relevant, and valuable exchange programs available. Serving over 300 U.S. College and University consortium members, CIEE operates sixty study centers in over forty countries that support study abroad programs for over 6,000 students annually. In addition, as the largest sponsor for U.S. Department of State J-1 Visa programs, CIEE helps nearly 25,000 international students participate in U.S. based exchange programs annually. CIEE programs and services span study abroad, teach abroad, international faculty development seminars, and inbound exchange study, work, and internship programs for today's high school and university students, professionals, and educators.

We strive to lead a robust community of international program providers and sponsors through innovation, exemplary service and exceptional efficiency. Our success depends on having the very best professionals. CIEE is committed to recruiting and retaining the best people in the industry, particularly those who are passionate about international education, are self-starters with high levels of energy and autonomy, and are dedicated to exceeding expectations in every challenge.

Summary of Position:

The Student Life Coordinator works under the supervision of the Student Life Director in designing, communicating, and executing all extra-curricular experiential learning opportunities for students at the London study center. These include orientation, overnight study tours and day trips, local excursions, and events hosted at the study center. The Student Life Coordinator interacts daily with students and therefore plays an important role as a conduit between students and staff. They must be an excellent event planner and communicator and able to assist students to experience London culture and society. The Student Life Coordinator is therefore very familiar with London and navigates the city with ease.

Primary Responsibilities:

- Support the Student Life Coordinator with the organization, preparation, and successful Implementation of orientations and all the necessary logistics included.
- Support our students for the duration of the program by helping students work through issues such as homesickness, illness and referring them to appropriate resources.
- Share your enthusiasm for the local language/culture/program subject – bring your experience!
- Help support/supervise our students during activities and excursions as assigned by the Student Life team

- Assist the team to manage students' major behavioral and other pastoral issues.
- Hold the CIEE emergency phone on rota to support students after hours
- Monitor and respond to emails in the London Student Life inbox.
- Report all medical or behavioral incidents to London senior management and global support teams in Salesforce with detailed documentation within 72 hours.
- Immediately report any serious concerns to the Student Life Director.
- Assist Student Life Team with program logistics, group management and other duties as assigned by the Director of Student Life.
- Supervise and participate in program activities and excursions as assigned by the Director of Student Life.

Skills and Experience

- Minimum 2 years' experience in higher education setting or within a study abroad office.
- Minimum 2 years' experience working in a student facing environment.
- Interpersonal skills, intercultural communication skills and ability to work across cultures with diverse staff and students
- Sound judgement and decision-making skills in crises with discretion to sensitive topics
- Proficient in Microsoft Office packages and a knowledge of social media platforms e.g., Instagram, TikTok etc. (desirable)
- Experience with Salesforce is (desirable)
- Bachelor's degree or equivalent experience
- Able to adapt in a dynamic work environment
- Knowledge of London and the UK
- Ability to create positive and inclusive group dynamics amongst students of different backgrounds
- Understanding/experience of US culture and study abroad experience (desirable)
- Empathy for CIEE's mission, culture, and values

How to apply

Please send an up-to-date CV and cover letter detailing why you are applying for the role and what skills you can bring to the team. Please submit your application to: ladmin@ciee.org

Diversity Matters:

CIEE believes that diversity matters and that professionals with diverse backgrounds provide diverse approaches and ideas to solving problems and finding ways to advance our mission to bring the world together. Candidates from underrepresented groups with diverse backgrounds and experiences are strongly encouraged to apply.

Due to U.K. employment regulations a background check will be conducted as a condition of employment.

Right to Work Required

To be considered for the position, you must already be legally permitted to work in the United Kingdom. CIEE will not offer visa assistance.