Student Life Administrator

Overview

This is a full time, permanent post, reporting to the Assistant Director for Student Life. The post holder will be involved and contribute strongly towards all aspects of the work of the Student Life team, and in supporting students from pre-arrival through to departure.

CORE DUTIES

STUDENT INFORMATION & SUPPORT
- Providing an enthusiastic and welcoming presence in the Student Life Reception Area within the Student Resource Room, and act as "first-point" person for all student enquiries. Answer student enquiries via phone, email and in-person about all aspects of NYU London.
- Be a responsible role model whom students can approach with concerns, and for non-academic and non-welfare information.
- Be knowledgeable of local cultural and social events and proactively disseminate information about these to students in a variety of ways (including, but not limited to, social media, email, posters).
- Update and maintain informational notice boards throughout the Academic Centre.
- Develop and present both Pre-Departure and Post-Arrival orientation presentations and sessions with a view to assist students’ integration into the London study environment.
- Assist with the organisation and supervision of events, orientation, housing check-in and check-out.
- Help students with travel related questions. Organise and run the Travel Library; ensure books are kept in order, loans properly logged, and overdue notices sent out promptly.

CULTURAL PROGRAMMING
Take a lead role in executing NYU London's Cultural Programming activities.
Functions include:
- Contribute towards the scheduling of relevant events, and making bookings.
- Chaperone students on Cultural Programming and other extra and co-curricular events.
- Oversee the development of promotional materials. Write, maintain and update information and promotional copy describing Programming activities to the student body.
- Organise the event sign up process. Design and administer sign-up surveys to collect student preferences.
- Maintain and update a student sign up database and monitor attendance for Cultural Programming events.
- Assist in gathering feedback on programming events.
- Recruit, train, and assist a team of student staff in organising and delivering Cultural Programming activities

ADMINISTRATIVE SUPPORT
- Make a significant contribution to NYU London’s social media presence.
- Take the lead maintaining, updating and distributing informational materials to NYU London students.
- Liaise with external companies in order to acquire materials for students (i.e. maps, guides, freebies).
- General administrative duties, including use of MS Office, filing, photocopying; some lifting and physical duties may be required.

GENERAL SUPPORT
- Assisting with the organisation and supervision of events, orientation, housing check-in and check-out.
- Assist with the promotion and administration of co-curricular trips and events.
- Provide emergency cover to the Student Life administrative staff, shared with other staff. During your duty period you will be expected to be available at all times by mobile phone.
- Deal with emergency situations and support students with medical concerns as and when required.
• Be prepared to work some unsocial hours to fulfil duties.
• Attend regular staff meetings, providing reports accurately reflecting feedback from students about all aspects of their experience.
• Looking out for students who are not mixing and proactively encouraging participation in activities, providing appropriate referrals to those who may need additional emotional support.
• Other duties as requested by line manager commensurate with the nature and level of the post.
• Assist the Director of NYUL as requested for the successful running of NYUL’s programme.

PERSON SPECIFICATION

• Knowledge of how to plan and implement a diverse range of cultural activities to meet the needs of international students.
• Ability to sustain a “can do” attitude and creative approach to problem-solving.
• Ability to lead student groups on cultural visits, ideally with the ability to convey interesting and relevant information to explain the relevance of a site to an international student.
• Passionate about London and capable of sharing this passion with others.
• Ability to work in an organised, detailed manner within a fast-paced student environment.
• Ability to gather and report information accurately, clearly and concisely.
• Excellent interpersonal and communication skills with developed skills in using social media to communicate with young people.
• Enthusiastic team-player with the ability to build relationships with colleagues, suppliers and students.
• Genuine interest in the development of young people.
• Understanding of, and empathy with, the needs and expectations of international students.
• Awareness of, and ability to maintain, appropriate staff/student boundaries.
• Punctual.
• Responsible.
• Flexible.
• Creative and energetic, ability to use own initiative.

SKILLS & EXPERIENCE

Essential
• A first degree.
• Computer literate; able to communicate effectively using a variety of online resources such as twitter, facebook, tumblr, instagram.
• Demonstrable aptitude for providing a high quality customer service experience.
• Good experience of using MS Word, Excel, Internet Explorer, MS Outlook, MS Powerpoint, MS Publisher.
• Excellent written & oral skills.
• Unrestricted right to work and live in the UK.

Desirable
• Relevant work experience.
• Knowledge of the American higher education system.
• Some experience of international education.
• Using dreamweaver.

OTHER

Commitments outside NYUL
Due to the flexible nature of this work it is envisaged that additional employment will not be compatible with this post. Further study may be undertaken with prior agreement of line manager.
**Salary and benefits:**

£23,500.00 p.a. plus:

- Membership of USS pension scheme
- Private medical insurance
- 28 days’ annual leave

**Application Procedure**

Applications should be made in writing with a complete Curriculum Vitae and a covering letter that sets out how your relevant skills, experience and personal qualities match the requirements and essential skills outlined above.

Completed applications should be sent to:
Tony Skitt
Senior Programme Manager for Student Life
NYU London
6 Bedford Square
London
WC1B 3RA

Alternatively, applications can be emailed to tony.skitt@nyu.edu. If sending your application by email, please include your Curriculum Vitae and covering letter as attachments.

Closing date for applicants is **Monday 8 July 2013**

**NYUL hopes to hold interviews during week beginning 15 July.** Candidates who have not heard from NYUL by 15 July should assume their application has been unsuccessful.