



Job Description

Job Title: Experiential Education Coordinator

Direct supervisor: Experiential Education Manager

Department: Academic and Experiential Education

Supervisees: N/A

1. The basic purpose and primary objectives of this position are:

This position, within the Experiential Education Team, is responsible for organising the placement of international undergraduate students, mainly from the United States, into for-academic-credit, unpaid in-person and remote internship experience opportunities. The role includes networking and liaising with supervisors from a varied range of job sectors, primarily in London. This involves developing and maintaining relationships with employers, including communicating with site supervisors to set up the placements and interviews, monitoring during the placement, and requesting evaluations at the midpoint and end of the internship. The role also requires regular contact with students, including email correspondence prior to arrival, presenting orientations, and advising students throughout their internship experience. This position is also responsible for conducting administrative tasks within the Academic and Experiential Education Department.

2. The operational duties and responsibilities include:

- Implementing each stage of the internship placement process for a set number of allocated students
- Carrying out operational duties according to internship procedures and meeting the relevant deadlines as required
- Communicating with incoming students to assist with the presentation of CVs and other internship documents
- Assisting with the shaping of student expectations through email and in person
- Matching student skills and objectives with workplace requirements
- Liaising with London businesses and organisations to coordinate appropriate placements
- Organising and conducting orientations and group informational sessions for students
- Planning and organising departmental events, such as faculty and employer evenings or student information fairs
- Monitoring all aspects of student placements including dealing with student difficulties
- Conducting site visits to internship locations and preparing reports when necessary
- Participating in interdepartmental committees
- Other tasks as assigned

3. The administrative duties and responsibilities include:

- Maintaining effective communications with other members of staff, students and sites
- Managing, reviewing, and organising departmental and student documents
- Creating and updating database information for placement sites and students
- Preparing informational spread sheets and recordkeeping documents
- Creating and organising student informational packets with details of internships
- Managing student records such as Placement Agreement Forms, digital timesheets, etc.



- Overseeing and following up with student and placement evaluations
- Writing and sending group emails to students, site supervisors and partners
- Attending team and company-wide meetings and note-taking when required
- General administrative duties within the Academic and Experiential Education Department and other tasks as assigned

4. The developmental duties and responsibilities include:

- Identifying, researching, and liaising with companies and organisations for potential placement opportunities
- Representing FIE and its partners to companies and organisations
- Updating forms, templates, and orientation materials
- Helping review and edit handbooks and documents for internal and external use
- Assisting in the development of administrative systems to ensure operational reliability

5. The required skills and qualifications required for this job are:

- An undergraduate degree or equivalent
- Excellent organisational and administration skills with a high attention to detail
- The ability to prioritise a complex workload in a busy office
- Excellent communication skills; able to engage effectively across different groups of stakeholders
- Ability to handle difficult and complex situations
- Ability to prioritise a complex workload in a busy office
- Confident and outgoing personality with a positive attitude
- Ability to learn quickly and take initiative
- A strong command of written and spoken English and a high-quality telephone manner
- Excellent IT skills with a knowledge of MS Office package and databases

6. The desired skills and qualifications required for this job are:

- Previous personal experience of having studied and/or worked abroad
- An understanding of the international education sector, and preferably with some knowledge of the US Higher Education system
- Experience working with internship or work experience placements or in career services
- Experience advising or counselling students
- Strength in presenting in front of large groups of people
- A good working knowledge of London and its industries