



Job Description

Job Title: Kensington Campus Coordinator
Direct supervisor: Director of Administration
Department: Administration
Supervisees: n/a

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

- Ensure the smooth day to day running of Foundation House, effectively resolving issues and problems as they arise, maintaining the strong culture of positive and supportive external and internal customer service within the Kensington Campus
- Perform front office duties i.e. meet and greet visitors, manage all communication at front office and enquiries.
- Opening and closing Foundation House campus when and if required
- Provide classroom assistance and support individual needs of FIE and Visiting Faculty, including the implementation of contingency plans where required.
- Assistance with CELCAT scheduling system, with responsibility for room bookings, as well as managing private bookings (within and outside Foundation House and Metrogate House) and external bookings.
- Coordinate all visit schedules and provide support with all aspects of visits including accommodation arrangements when necessary.
- Lead on/support organising events and receptions in Foundation House
- Close liaison, and coordination, with Metrogate House staff
- Close liaison, and coordination, with FIE First Aiders
- Assist in maintaining and developing all FIE feedback design, collection, and reporting.
- Assist in maintaining and developing FIE's Virtual Learning Environment (Moodle)
- Maintain and develop suitable and sustainable student engagement strategy and initiatives.

2. The managerial and team-working duties and responsibilities include:

- Provide direction to maintenance and cleaning staff when necessary.
- Provide direction to colleagues covering the Front Office when necessary.
- Attend regular team and FIE-wide meetings and contribute accordingly.
- Participate in interdepartmental committees.
- Provide support in training of new members of staff.

3. The developmental and research duties and responsibilities include:

- Contribute to the continuing development of Foundation House and the Kensington Campus
- Contribute to ongoing development of administrative processes.
- Undertake relevant professional development opportunities and keep up to date with sector development and sector best practice.
- Ensure FIE website and related social media are up-to-date with information, instructions, and guidelines pertaining to relevant areas
- Support the creation and update of forms, templates and orientation materials.
- Represent FIE at conferences, visits and at other events as required.
- Promote and develop student charity fundraising, sustainability, diversity and other initiatives.
- Keep up to date with successful approaches in student engagement within the UK higher education system and good practice recommendations by accreditation bodies

4. The operational, administrative and maintenance duties and responsibilities on a routine, day to day basis include:

- Ensure that all parts of Foundation House are in working order and report maintenance as required to facilities team.
- Lead on/support organising bookings, events and receptions in Foundation House and the Kensington Campus
- Work closely with Senior FIE Staff in scheduling visits to FIE by partners, new team members and other parties.
- Monitor feedback team action plans, track progress and ensure staff engagement in collaboration with Senior FIE Staff
- Provide customized reports and data analysis on demand to staff members and partners.
- Collate all feedback data for all constituents and create and distribute reports accordingly to the relevant parties.
- Develop, organize and report on student engagement initiatives including but not limited to student focus groups, student voice page, student projects.
- Design of and updates to the FIE website Student Voice page in collaboration with the Director of Marketing
- Organise and report on student focus groups.
- Design, implement and monitor student engagement strategy.
- Work closely with the Facilities Team on renovations and improvements to the environment.
- Update noticeboards managed by the administration team in Foundation House
- Assist with start and end of semester preparation.
- Assist with student and faculty orientation.
- Perform front office duties and responsibilities including but not limited to meet and greet visitors, coordinate incoming and outgoing post, deliveries and faxes, manage and direct telephone, face-to-face and email enquiries and provide classroom assistance.
- Maintain effective communications with other members of staff.

- Participate in managing, reviewing, and organising student documents.
- Attend team and company-wide meetings and engage in note taking when required.
- Assist with all aspects of programme delivery as required.
- Ensure all relevant publications, materials, subscriptions and memberships are up to date.
- Be familiar with FIE policies and procedures related to emergencies and implement them when required, monitoring and reporting all situations to the appropriate person(s)
- Other duties as assigned.

5. The client service and support duties and responsibilities include:

- Attend to the needs of visiting faculty while they are using FIE office space and classrooms.
- Develop and maintain positive relationships with potential and current client universities, visiting faculty and FIE faculty.
- Liaise with US coordinators on a regular basis.
- Organise schedules for visitors to FIE and provide support with accommodation arrangements when necessary.
- Participate in FIE events and client lunches and after-hours events.
- Maintain a strong working relationship with all team members and third-party contractors.

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

Required:

- Educated to degree level or equivalent experience.
- Some sustained experience of working in a busy office environment – either with students or in customer-service
- Demonstrable efficiency, accuracy and attention to detail
- Proven time management and organisational skills
- Ability to lend creative and innovative solutions to problems.
- A flexible approach with the ability to learn quickly.
- A professional and personable outlook, with excellent interpersonal skills
- Proven ability to provide exceptional customer care.
- Excellent written and verbal communication skills with a confident and welcoming manner
- Proficiency in Microsoft Office, and experience of working with databases and spreadsheets.

Desired:

- Knowledge of the US or UK higher education environment and an awareness of the challenges of being in a foreign country
- Experience of using scheduling software
- Experience of working with Virtual Learning Environments, such as Moodle
- Experience using Survey Monkey or other web-based survey solution platform.
- Experience in organisation and moderation of focus groups.