



## Job Description

**Job Title:** Academic & Experiential Education Administrator  
**Direct supervisor:** Experiential Education Manager  
**Department:** Academic and Experiential Education  
**Supervisees:** N/A

- 1. The basic purpose and primary objective of this position is to** support all aspects of the work of the Academic and Experiential Education Department (A&EE). Typically, although not exclusively, this falls within two areas of responsibility:

- a. Experiential Education**

- i. Support the placement of international undergraduate students into for-academic-credit, unpaid internship experiences
    - ii. Develop and maintain relationships with employers, ensuring the efficient administration and collation of student related materials
    - iii. Engaging with students, including email correspondence prior to arrival, presenting orientations
    - iv. Undertake a broad range of administrative tasks supporting the effective delivery of the internship placement process, including the collation of agreements, timesheets and other related materials

Act as a primary point of contact for students, placement supervisors, and US partners, responding to enquiries in a timely and professional manner

- b. Academic Operations**

- i. Support students and faculty members in the effective delivery of academic courses and events
    - ii. Support the management of teaching and learning materials, including MyStudy course pages, syllabi, and textbooks
    - iii. To play a supporting role in the quality assurance review process with the QAA and FIE's Schools of Record, and to support the Schools of Record approval process
    - iv. To aid the development and implementation of academic procedures
    - v. Act as a key point of contact for students, faculty and staff, providing timely and professional responses to enquiries
    - vi. Support the coordination and delivery of academic events, including book sales and receptions
    - vii. Identify and escalate complex issues to the Academic Director

- 2. The operational duties and responsibilities include:**

- Carrying out operational duties according to internship procedures and deadlines
- Plan, organise and implement meetings and events for staff, faculty and students
- Support the development of communications to students, faculty and staff
- Support the effective operation of online information systems and platforms, including data entry, review and maintenance
- Planning and organising departmental events, such as faculty and employer evenings or student information fairs



- Coordinate textbook list and charity book sale each term
- Participate in interdepartmental committees
- Participate in FIE events, client lunches and after-hours events
- Other tasks as assigned

**3. The administrative duties and responsibilities include:**

- Serve as a primary point of contact for enquiries related to the study programme, providing clear and professional guidance to different stakeholders including students, FIE staff, senior team members, placement supervisors, faculty, and US partners
- Maintaining effective communications with other members of staff, students and sites
- Creating and updating database information for placement sites and students
- Preparing informational spreadsheets and recordkeeping documents
- Supporting the visa compliance process including attendance reporting, usage of UKVI Sponsorship Management System, and liaison with FIE Immigration and Compliance Officer
- Manage student records such as Placement Agreement Forms, digital timesheets, etc.
- Oversee and following up with student and placement evaluations
- Write and send group emails to students, site supervisors and partners
- Attend team and company-wide meetings and note-taking when required
- Oversee office administration, including reviewing stationery stock and maintaining organised filing systems Work closely with Directors and Leadership in the preparation of quality assurance review materials (QAA and Schools of Record)
- Manage MyStudy course pages
- -Regularly review information about the Internship programme and academic syllabi on the FIE website, ensuring all content is accurate and up to date
- Regularly review and update internal email templates to ensure accuracy and timeliness General administrative duties and other tasks as assigned

**4. The developmental duties and responsibilities include:**

- Assist with the placement process for internships when required

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

*Essential Qualifications/Experience:*

- Undergraduate degree or equivalent experience
- Administrative experience in education environments

*Desirable Qualifications/Experience:*

- Experience with US or UK higher education environments, preferably within study abroad
- Experience with quality assurance procedures

*Essential Skills:*

- Excellent organisational and administration skills with a high attention to detail
- Excellent communication skills; able to engage effectively 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
- Ability to lend creative and innovative solutions to problems
- Ability to work independently, to deadlines and in a fast-paced environment
- Excellent research, writing, IT, verbal communication and organisational skills
- Attention to detail