



JOB DESCRIPTION

Title: Experiential Education Manager

Department: Academic and Experiential Education

Direct Supervisor: Senior Director of Quality and Enhancement

Supervisees: Experiential Education Staff (Coordinators, Administrators, any part-time EE staff)

1. Purpose and Primary Objective of the Role

The basic purpose and primary objectives of this position are to manage the members of the Experiential Education Team in planning, organising and overseeing internship and service internship placements for FIE students, primarily in the Greater London area. Key areas of responsibility include:

- To oversee and manage the day-to-day administrative tasks and placement process of **FIE's Internship provision**
- To **line manage** members of the Experiential Education Team
- To set **performance targets and deadlines** within the Internship Team, and ensure those are met
- To research and identify work experience opportunities for students across a **range of job sectors**
- To maintain and strengthen relationships with **external stakeholders**, include site supervisors, visiting faculty, and home campus coordinators
- To liaise with **employers and site supervisors** before, during and after student placements, including monitoring of student performance
- To liaise with and advise **university partners and potential partners**, actively engaging in programme development
- To **manage internship-related communication with students**, including pre-arrival materials, queries and mass emails, designing and delivering orientations, and advising students throughout their experience
- To manage and shape **student expectations** surrounding the internship experience
- To review and consider **feedback** from placements and students, and use this information to improve service delivery

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

- Supervise and direct EE Team staff in their respective job duties, including preparing work to be completed, explaining tasks, and following up to ensure duties have been completed
- Mentor, develop and appraise members of the EE Team
- Manage the recruitment and training process for new EE staff
- Arrange and lead team meetings
- Participate in interdepartmental committees
- Maintain effective communications with other members of staff, students and sites



- Provide internship-related support to staff and students at other FIE sites and locations as required

3. The developmental and research duties and responsibilities include:

- Network, identify, research, liaise with and visit companies and organisations with potential placement opportunities
- Assist in the development of all necessary administrative systems to ensure operational reliability
- Devise and update student orientations, including virtual and in-person, pre-departure and on site
- Develop, write, revise and maintain accuracy of internship and service internship documents, literature, and online materials
- Aid in implementing research conducted by the Experiential Education Team and/or FIE
- Devise, plan and carry out student information sessions/fairs for supporting further study and work in the UK
- Collate, evaluate, analyse and report on student, placement and feedback data for specific aims
- Assist in strategic reviews of FIE's internship provision
- Keep up-to-date with trends in the field through research and attendance at industry meetings

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

- Oversee and assist in the coordination of work placements, including pre-departure communication, shaping student expectations, internship materials revision, negotiating placements, arranging and following up on interviews, disseminating and reviewing appraisals and feedback
- Maintain a strategic plan for every intake of students and carry out each step of the process
- Actively engage in and oversee the matching of students and placement sites
- Participate in the delivery of orientation and information sessions
- React in a timely and appropriate fashion to student issues and crises in conjunction with other team members
- Oversee and assist in the sourcing and recruitment of new site placements through research and networking activities
- Oversee and assist in conducting placement site visits
- Manage and update the database of placement and student information
- Oversee the creation and production of student informational materials with details of placements
- Oversee group communication with students
- **Oversee and organise departmental events, including an annual evening reception for internship hosts**
- **Collaborate with FIE's Immigration Officer to oversee visa compliance in placements**
- Manage and update the internship schedule and calendar
- Disseminate information to the EE Team and from the EE Team



- Engage in continual improvement of operational and administrative procedures, communications, forms and policies
- General operational and administrative duties and other tasks as assigned

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

- Communicate FIE's internship and other capabilities to current and potential US partner-institutions, including attending meetings, liaising over email, providing information on example placements and opportunities available
- Represent the A&EE Department at meetings with current and prospective partners
- Arrange and host visitors from partner and potential partner institutions on visits to placements
- Develop and implement strategy for maintaining and strengthening relationships with employers and site supervisors
- Develop and review student-facing materials to foster and shape realistic and positive student expectations for their internship experience
- **Participate in FIE events, including client lunches and after-hours events**

6. Other duties as assigned.

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

Essential Qualifications/Experience:

- An undergraduate degree or equivalent experience
- An understanding of the international education sector
- Previous experience in a supervisory role

Desirable Qualifications/Experience:

- A postgraduate degree
- Experience with US or UK higher education environments, preferably within the study abroad sector
- Experience working with internship or work experience placements or in career services
- Experience advising or counselling students

Essential Skills:

- Ability to lead and motivate staff in a demanding work environment
- Excellent organisational and administration skills with a high attention to detail
- Ability to prioritise a complex workload in a busy office
- Ability to handle difficult, complex and challenging situations
- Excellent communication skills; able to engage effectively with various groups of people
- 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