

Student Co-ordinator

Role Description



Experiment in
International
Living UK

Title:	Student Co-ordinator
Responsible to:	Area Co-ordinator or Programme Manager (Study)
Status:	Self-employed person sub-contracted on fixed term contract
Hours:	Flexible hours of work, including weekend and out of office hours
Remuneration:	From £10 to £15 per hour, dependent on experience and hours worked + schedule of programme fees
Annual Leave:	25 days per annum pro rata for time worked, plus bank holidays pro rata
Location:	Home based, with visits to host families, the EIL UK office in Malvern and other locations
Key contacts:	Students, host families, schools, Co-ordinators, Programme Manager and Finance Officer.

Role and Responsibilities

1. Ensure the student experience exceeds expectations
 - Ensure students enjoy their experience of intercultural education in the UK, their homestay experience and that their learning and overall experience exceeds their expectations.
 - Implement the Study Programme Plans for your area to agreed standards and desired outcomes.
 - In liaison with the Programme Manager and Area Co-ordinator, advise and assist in matching students to host families for short to long term stays.
 - Liaise with host families to arrange placements.
2. Meeting, greeting and farewells
 - Ensure students receive a warm welcome
 - Contribute to the design and organise and deliver student orientation and briefing sessions.
 - Facilitate the on-arrival introductions between students, host families and schools.
 - Ensure every student receives a warm farewell at the end of their stay.
3. Student support
 - Ensure students are well cared for and feel supported at all times by proactively supporting students throughout their stay.
 - Deliver the Individual Contact Plans for students on programmes in your area.
 - Provide out of hours contact for students and their host families and report issues to the Programme Manager and Area Coordinator.
 - Support students and host families to resolve issues through mutually agreeable solutions
 - Follow EIL UK procedures to organise student transfers and emergency moves between host families, ensuring they happen as smoothly as possible and in a positive way for all. Transport participants to new host families.

4. Family support
 - Support the participant and host family in their shared homestay.
 - Establish and sustain good relationships with host families and encourage host families to share the student's culture.
 - Take a proactive approach to resolve, with tact and sensitivity, any issues of concern raised by host families.
 - Liaise with the Programme Manager, other EIL UK staff and members of the Area Team to resolve issues and incidents in an appropriate and proportionate way.
5. School support
 - Ensure student attendance meets or exceeds school or college targets.
 - Ensure the student's academic efforts are supported and achievements are recognised, for example by attending parents' evenings.
 - Liaise with the school, teachers and tutors to ensure the student's academic achievement is at the right level and well supported.
 - Support the student by attending a school or club event of importance to the individual participant such as sports, drama or music.
6. Events and activities
 - Plan, organise and run events and activities from cultural visits to leaving parties.
7. Monitoring, feedback and evaluation
 - Ensure surveys and reports on student participants, host families, schools and the overall experience are completed and submitted on time to monitor and improve the homestay and study experience.
 - Ensure participants evaluate their experience and recognise their personal development and learning.
 - Liaise with schools to support and report on the student's academic achievement.
8. Active member of the Area Team
 - Work with the Programme Manager, other EIL UK staff and contractors, members of the Area Team and volunteers to ensure the smooth running of homestays to agreed standards.
 - Identify and implement opportunities to improve the participant experience.
 - Attend and participate in training and networking events to share good practice and improve programmes.
 - Provide holiday cover for other Coordinators.
9. Policies and Procedures
 - Adhere to EIL UK policies and procedures and follow EIL UK's Safeguarding Policy and Procedures.
10. Record keeping and administration
 - Ensure student, host family and school records are accurate and kept up to date.
 - Assist in Area Team administrative tasks.
 - Submit expense claims each month to the agreed deadline.
11. Learning and development
 - Attend and participate in development sessions and training as required.
 - Support the personal development and training for coordinators, host families and staff.

12. Other tasks

- Other tasks within the scope and role of the Student Co-ordinator as required.

Key competences

1. A participant and student-centred approach.
2. Able to demonstrate warmth and empathy in interpersonal skills.
3. Excellent verbal, written and non-verbal communication skills.
4. Objectivity with the ability to stand back to assess a situation and adapt accordingly.
5. Ability to work well as part of a team and on own initiative.
6. Able to prioritise and complete tasks with accuracy and attention to detail.
7. Flexible and able to deal with the unexpected whilst remaining calm under pressure.
8. Advocacy and negotiation skills with a positive approach to problem solving.
9. Confident using IT, including Microsoft Office, email, social media and the internet.
10. Good local knowledge of the area, including residential areas, schools, train stations and bus routes.
11. Thorough knowledge of homestays and experience of hosting.
12. Experience of working or living with young adults and an understanding and empathy with the needs of school age children and adolescents.
13. Respectful of other cultures and ability to get on with people from all walks of life.
14. Experience of studying abroad or living overseas for a month or more would be an advantage.
15. Commitment to the aims and values of EIL UK.
16. Commitment to diversity and developing own and others' skills.
17. Present a clear, knowledgeable, consistent and competent approach.

Other requirements

This role will suit a self-employed person. Self-employed sub-contractors are responsible for ensuring their income is declared and all tax and national insurance contributions are paid as required.

You will need your own mobile phone and computer with access to the internet and emails. Familiarity with Microsoft Office (Word, Excel etc.) is essential.

You will also need a full driving licence and own transport, insured for business use. EIL UK provides expenses for travel and subsistence.

A full enhanced DBS check will be required for this role which the charity will pay for. As this role provides 24 hour on-call support which requires evening and weekend working, you must be willing to work weekends and out of office hours. The Area Team operates a rota to provide weekend and holiday cover.

How to apply

Interested candidates are invited to send a CV along with a personal statement of no more than 1200 words outlining how they meet the needs of the role.

Email your application to info@eiluk.org or post it to EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR. The closing date for receipt of applications by EIL UK is 17:00hrs on **Friday 31 March 2017**.

NO AGENCIES

Reg. Charity No: 1070440

March 2017