

EIL UK

Job Description



Experiment in
International
Living UK

Post:	Programme Manager Study Abroad
Responsible to:	Chief Executive
Working hours:	Flexible hours 4 – 5 days per week
Status:	Permanent Post
Salary:	£22,000 - £26,000 pro rata (depending on experience) + pension + health scheme
Annual Leave:	25 days per annum + bank holidays (pro rata as appropriate)
Location:	Malvern with travel to other locations as required

EIL provides intercultural learning opportunities to create a more peaceful, tolerant and understanding world. Our well-established formal education programmes offer international students aged 14-18 yrs and adults the immersive experience of living with a family and attending a local school or college. Currently programmes run for an academic year, 1 or 2 terms or 2-4 weeks. EIL also send UK students overseas to study abroad.

The Programme Manager - Study Abroad is responsible for developing and delivering EIL UK's portfolio of Study Abroad Programmes (inbound and outbound) to achieve intercultural learning objectives and outcomes.

Key relationships for the post-holder include: international and UK participants, partners, local coordinators, host families, schools, group leaders & facilitators, staff and volunteers.

Key Responsibilities

The overall purpose of the role is to:

- Develop, plan and deliver EIL's UK immersive formal education programmes to meet agreed standards
- Sustain good relationships with stakeholders including overseas partners, students, local coordinators, host families, parents and schools and maintain regular contact with all involved throughout the programme
- Recruit UK and international students and assist and support partners to recruit them
- Liaise with Local Coordinators to arrange student placements with suitable hosts and schools
- Engage and train Local Coordinators to support students and host families
- Be responsible for safeguarding and serve as a member of EIL's Safeguarding Team including emergency response and on-call duties as required
- Monitor and evaluate programmes for learning, impact and continuous improvement

Main Duties

Programme Development

- Develop and deliver the Study Abroad strategies and plans
- Ensure all involved in programmes adhere to EIL UK's policies and procedures
- Monitor and evaluate programmes for learning, impact and continuous improvement
- Keep abreast of the international study market, relevant issues, research and developments

Promote Study Abroad Programmes

- Promote the programmes (including on-line presence and social media activities) to existing and new partners and participants, ensuring that programme materials comply to the charity's brand
- Respond promptly to enquiries and programme issues

Prepare all involved in programmes

- Ensure student participants, hosts and schools are well prepared for the programme including the design, planning and delivery of cultural and placement orientation sessions and pre-departure sessions
- Ensure tools and materials (e.g. handbooks) are fit for purpose, up-to-date and accessible

Participant experience

- Process student applications and ensure risks are identified and managed (e.g. health issues)
- Match students to placements that meet their needs and foster learning
- Coordinate the arrival, orientation, pre-departure and departure of incoming and outgoing students
- Provide the first point of contact on student issues and respond, manage and resolve problems and concerns promptly as they arise (eg homesickness, culture shock, placement concerns and issues)

Local Coordinators

- Develop and manage the team of Local Coordinators to support the homestay and programmes
- Ensure Coordinators are trained, supported and have opportunities to develop their skills and share good practice and learning

Safeguarding and compliance

- Ensure all programme operations are fully compliant (e.g. with visa requirements) and meet agreed standards
- Fulfil the role of Designated Safeguarding Officer and serve as an active member of EIL's Safeguarding Team
- Respond to emergency situations and on call duties as required and implement policies, procedures and plans

Key competencies

The post holder needs to be a motivated, well-organised, self-reliant individual with experience in programme management who is committed to fulfil both individual and team objectives and achieve excellence.

- A warm, friendly manner: someone who is approachable with the ability to build relationships with people at all levels
- Excellent organisational and communication skills (both verbal and written)
- Ability to motivate and manage people to achieve shared goals
- Able to work on own initiative (efficiently manage own time and workload) and work well in a team
- Leadership skills with high level interpersonal, negotiation and problem-solving skills
- Comfortable working with a wide range of stakeholders
- Understanding of the needs of those for whom English is not their first language
- Understanding of issues affecting teenagers and students of all ages
- Good numeracy skills and ability to analyse information
- Professional manner, accurate and attentive to detail

- Ability to deal with several tasks and competing priorities to meet deadlines
- Flexible and positive person with a helpful attitude who adapts to change

Qualifications and experience

- A qualified educator with experience of working in formal education and an understanding of UK 14-18 and university education structures, systems and funding
- Experience of providing support to young people
- Experience of working across different cultures
- Good working knowledge of safeguarding procedures, legislation and practical application. Trained in Child Protection/Safeguarding Level 3 (or willing to undertake)
- Sound IT skills, proficient in Microsoft Office (Outlook, Word, Excel and PowerPoint), databases, websites and social media

Other duties and requirements

- Commitment to the aims and values of the charity
- Contribute to EIL's annual business plan, strategies and plans
- Flexible working hours outside normal office hours such as early evenings and occasional weekends. Travel to other sites for meetings or to lead student group visits or sessions. Occasional overnight stays.
- A full enhanced DBS check will be required which will be paid for by EIL UK.
- Carry out other duties commensurate with this post as required

The post holder will need to hold a current driving licence, have their own vehicle and be willing to travel on public transport.

This job description is not exhaustive and is open to review at any time.

April 2019