

Programme Officer Job Description

1. Job Summary

The University of California UK/I Edinburgh Study Center supports academic programs serving more than 600 UC participants annually at approximately 8 partner institutions in the UK and Ireland.

The Programme Officer provides a wide range of academic and student services in support of UCEAP's international academic exchange programs in the UK and Ireland. Under the direction of the Programme Manager, incumbent serves as the first point of contact for general student inquiries and as the primary academic and student services advisor for assigned programs (ensuring that students adhere to both UC and partner academic program requirements). The Programme Officer is responsible for communicating with students, host institutions, and the central UCEAP office on program administration, policies and procedures, requirements and student welfare related issues; plans and implements student events and orientations.

2. Scope

Generic Scope Professional who applies acquired job skills, policies, and procedures to complete tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action. Some terms will be subject to interpretation. Where specific examples of tasks are listed to illustrate a term (i.e., complex, routine, etc.) they are provided as examples only and are not intended to be a comprehensive set of tasks performed at that given level.

Custom Scope: As a key member of a small office, the Programme Officer resolves student services-related issues according to clear guidelines and/or policies on a variety of academic, administrative, and student life matters inherent within education abroad programs. Makes periodic site visits to partner institutions to advise students and consult with UK colleagues. Collaborates with UCEAP UK colleagues to organize and implement student orientations and other events. Exercises sound judgment when escalating and consulting on complex issues. Guidance on complex issues requiring in-depth knowledge of programs is provided by the Programme Manager, the Systemwide office, UC campuses, and host institution offices specializing in those fields, e.g., the finance department at UCEAP or the host institution Registrar's office. On a rotating basis, serves as an on-site contact for emergency student welfare issues, including after regular business hours.

3. Key Responsibilities

% of time	Key Responsibilities <i>(To be completed by Supervisor)</i>
35	<p>Applies professional Student Services concepts in providing a variety of student services to the student population served by the UCEAP Edinburgh Study Center, and to faculty and management within the organization.</p> <p>Academic Administration:</p> <ul style="list-style-type: none"> • Provides general advice and assistance to students on varied aspects of their academic experience, including registration, academic progress and program requirement matters. • Conducts site visits to partner institutions throughout the academic year to advise students and consult with UK colleagues. • Identifies and refers for resolution, complex student issues/grievances such as complex grade dispute issues to the Programme Manager; Facilitates petition exceptions • Prepares course descriptions of new and revised courses in accordance with EAP policies and prepares study lists for final review by Programme Manager. • Maintains and updates office academic records including MyEAP. Develops and maintains a network of organizations and firms for internship opportunities, community services projects, and volunteer services; Advises students on opportunities and monitors participation. • May participate in information sessions organized by the host university to promote interest in UC opportunities and encourages current UCEAP students at the institution

	<p>to participate;</p> <ul style="list-style-type: none"> Obtains grades from host universities and enters into MyEAP for review by Programme Manager.
45	<p>Student Services:</p> <ul style="list-style-type: none"> Identifies and refers for resolution non-routine student issues such as alleged discrimination and students' personal crises. Student Orientation & Events: Plans and implements student events such as orientation and provides ongoing communications to students to educate them about the country, culture, academic environment, and safety and security. Coordinates and implements other non-complex student events and assists in the planning and implementation of complex events; requires occasional travel within the UK. Maintains current, reliable information about local health and safety risks including program-sponsored activities, accommodations, events and excursions. Maintains Emergency Contact details database and online communication systems Maintains good communication among all program sponsors and contacts about health and safety issues, incidents and problems. On a rotation basis, provides general assistance to students and is reasonably accessible to respond to serious student emergencies 24/7. Student Conduct: Provides information to students and faculty regarding campus policies and procedures on student conduct.
10	<p>Administrative Services:</p> <ul style="list-style-type: none"> Assists Programme Manager with general study center administration and other special projects. Develops and maintains outreach programs using social networking media (Facebook, webpage, Twitter etc.) for current and potential student participants. Monitors expenditures and submits expense receipts to Programme Manager for monthly reporting.
5	<p>Host Institution and Third Party Provider Relations:</p> <ul style="list-style-type: none"> Cultivates and maintains strong, successful relationships with partner institutions and third party program providers. Promotes the mission and services of UCEAP. Leverages host institution resources to maximize student services and Study Center efficiency.
5	<p>Miscellaneous</p> <p>Provides other duties within the scope and purpose of the job as assigned. This list is not exhaustive and it is likely that the duties may be altered from time to time, in discussion with the postholder.</p>
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4. Knowledge and Skills (typically required of the position)

- Multicultural competencies; ability to work with diverse populations.
- Strong communication skills; professional English writing/speaking skills.
- Previous customer service experience
- Demonstrable experience supporting and providing student services
- Knowledge of advising and counseling techniques.
- Excellent interpersonal skills
- Ability to maintain confidentiality.
- Skills establishing rapport and in exercising professional judgment, tact and diplomacy, in working with students, faculty, and colleagues.
- Knowledge about current safety, security and health issues, as they affect students abroad.
- Ability to assess and give appropriate referrals.
- Must be available to travel 0-10%, work occasional evenings and weekends and be reasonably accessible to respond to serious student emergencies 24/7 on a rotation basis.
- Ability to work independently and demonstrative initiative, prioritize and adjust to varying workloads, manage a variety of tasks and meet various deadlines with changing priorities, interruptions and conflicting deadlines.
- Knowledge of the structure and organization of UK higher education.

- Proficiency with MS Office Suite and general office computer technologies, and a willingness to learn other applications and technologies, as needed.

Desirable

- Experience studying or living abroad.
- Administration experience in a higher education environment
- Knowledge of the structure and organization of U.S. higher education.

5. Education and Training

- Bachelor's degree and/or equivalent related experience/training.