

# Programme Officer Job Description

## 1. Job Summary

The University of California UK & Ireland Study Centers support academic programs serving more than 800 UC participants annually at approximately 18 partner institutions, 5 of which are based in Ireland.

The Programme Officer provides a wide range of academic and student services in support of UCEAP's international academic exchange programs Ireland. Under the direction of the UK/Ireland Resident Director, 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 UK & Ireland team, 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 consults with liaison and colleagues. Organizes local student orientations and other events and may collaborate with UCEAP UK-based colleagues on 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 UK/Ireland Resident Director, 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

| %<br>of time | <b>Key Responsibilities</b><br><i>(To be completed by Supervisor)</i>  |
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|              | Applies professional Student Services concepts in providing a variety of student services to the student population in Ireland, and to faculty and management within the organization.   |
| 40           | <p><b>Academic Administration:</b></p> <ul style="list-style-type: none"> <li>• Provides general advice and assistance to students on varied aspects of their academic experience, including registration, academic progress and program requirement matters.</li> <li>• Liaises with colleagues and partner institutions on application requirements and advises students on partner application processes; maintains and updates partner institution instructions</li> <li>• Conducts site visits to partner institutions each semester to advise students and consult with liaisons</li> <li>• Identifies and refers for resolution academic policy exceptions and complex student issues/grievances, such as grade dispute issues, to the Resident Director;</li> <li>• Prepares course descriptions of new and revised courses in accordance with UCEAP policies and prepares study lists for final review by Resident Director and Academic Specialist</li> <li>• Obtains grades from host universities and enters into UCEAP portal for review by Resident Director and UK/I Academic Liaison.</li> </ul> |

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|     | <ul style="list-style-type: none"> <li>• Maintains knowledge of partner institution course offerings and provides updates to UCEAP Academic Specialist annually on changes</li> <li>• 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.</li> <li>• May participate in information sessions organized by the host university to promote interest in UC opportunities and encourages current UCEAP students at the institution to participate.</li> </ul>  |
| 40  | <p><b>Student Services:</b></p> <ul style="list-style-type: none"> <li>• Identifies and refers for resolution non-routine issues such as serious student wellbeing issues, alleged discrimination and conduct to Resident Director or Health and Safety colleagues</li> <li>• Student Orientation &amp; Events: Plans and implements on-site and virtual 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 Ireland and UK.</li> <li>• Maintains current, reliable information about local health and safety risks including program-sponsored activities, accommodations, events and excursions.</li> <li>• Ensures UCEAP portal student contact details abroad are entered and updated, assists with welfare check-ins and drills</li> <li>• Maintains good communication among all program sponsors and contacts about health and safety issues, incidents and problems.</li> <li>• On a rotation basis, provides general assistance to students and is reasonably accessible to respond to serious student emergencies 24/7.</li> </ul> |
| 10  | <p><b>Administrative Services:</b></p> <ul style="list-style-type: none"> <li>• Assists Resident Director with general administration and other special projects, such as promotional webinars.</li> <li>• Develops and maintains outreach programs using social networking media ( UCEAPuk.org blogsite, Instagram, etc.) for current and potential student participants.</li> <li>• Monitors expenditures and submits expense receipts to Resident Director for monthly reporting.</li> <li>• Provides support to other UK Study Centres during peak administrative periods.</li> </ul>   |
| 5   | <p><b>Host Institution and Third Party Provider Relations:</b></p> <ul style="list-style-type: none"> <li>• Cultivates and maintains strong, successful relationships with partner institutions and third-party program providers. Promotes the mission and services of UCEAP.</li> <li>• Leverages host institution resources to maximize student services and Study Center efficiency.</li> </ul>   |
| 5   | <p><b>Miscellaneous</b></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 and LGBTQIA+ 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
- Previous administrative experience in data or information processing.
- Experience providing support related to student wellbeing issues
- Excellent interpersonal skills
- Ability to act with discretion and 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, approximately one week per month
- 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 Irish 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 Irish and U.S. higher education.

## **5. Education and Training**

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