

STUDENT WELLBEING MANAGER

November 2024

Overview

Status	Permanent full-time
Application deadline	Asap
Apply to	Send CV + cover letter to Jo Reeves, Associate Director for Finance & Administration, ldnhr@syr.edu
Start date	As soon as available
Benefits	Generous benefits package including holiday allowance, group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Director, Syracuse London
Location	Holborn, London UK

Syracuse University London forms part of the global network of study abroad programs overseen and supported by Syracuse University, Syracuse, New York,

U.S.A. The Syracuse University London centre hosts around 600 students annually; employs 20 permanent administrative staff and 60 adjunct faculty; offers 50-60 Syracuse University- approved courses/modules each term across 35 disciplines; runs 200+ class field trips; has a robust internship program; and holds an intensive summer session.

This full-time, permanent position leads the London Student Wellbeing team. The role has primary responsibility for leading the London Student Wellbeing Team in creating a welcoming and supportive environment for students; promoting diversity, equity, and inclusion; and providing appropriate support for student health, safety, security, and wellbeing. This position participates in the London Leadership Team.

London Center Leadership Team Member

1. Provide regular verbal and written reports to senior leadership as required
2. Attend weekly leadership meeting at the London Center
3. Contribute to decision-making about the organization as a whole, working for the overall good of the organization
4. Pursue professional development within the field of student support and

Syracuse University

London

services in international education

5. Assume leadership duties when delegated to do so, especially in the absence of senior leadership
6. Represent Syracuse London to all stakeholders including the general public when required
7. Participate in the annual review process

Global Student Service Policy

1. Collaborate with colleagues at Syracuse University Abroad and other Abroad centers in Global Student Services meetings
2. Ensure compliance with relevant regulations, including the Clery Act, Title IX and FERPA

Budget

1. Collaborate effectively with the Associate Director of Finance and Administration to oversee relevant lines of the Program Budget
2. Track and approve all Student Wellbeing expenditures
3. Analyze and review the impact and efficiency of expenditures

Office Management

1. Oversee the Student Support team's day-to-day contact with students, maintaining an environment of welcome, calm and support.
2. Hold regular staff meetings
3. Join Program Office meetings when helpful
4. Line-manage the Student Wellbeing Office staff, balancing the required work of the office with staff wellness.
 - a. Ensure the provision of appropriate and necessary professional training and development for each person/role
 - b. Provide regular feedback to staff and lead the annual review process
 - c. Approve all leave and manage staff coverage during absences
 - d. Serve as the back-up for student support roles

Welcoming & Supporting Students

Orientation

1. Design and take part in pre-departure meetings hosted by Syracuse University Abroad and the London Centre; especially to address housing and other questions relating to student life.
2. Lead and oversee all student arrivals and orientations by collaborating with relevant London Centre staff
 - a. Supervise all work related to the TfL Oyster Cards
 - b. Supervise the processing and issuing of student letters (banks, council tax, student status)
 - c. Supervise the coordination of student visa and immigration processing
 - d. Oversee Train temporary orientation support staff. Oversee the

Student Guides (temps) during Arrivals

3. Lead the Health and Safety orientation, and other wellbeing orientations in person for arriving students as required. Participate in housing and housing orientations as required.

Supporting Students

1. Lead the team on devising and implementing programming on health and wellbeing. This programming should encourage wellness, belonging, and engagement amongst students with the aim of proactively lessening the number of issues students face and enhancing the student experience
2. Maintain strong relationships and agreements with a range of external support providers for referrals
3. Highlight housing as a core learning experience for students by defining and communicating objectives and assessing the outcomes
 - a. Participate in the regular review of student housing agreements, coordinating with appropriate colleagues
 - b. Supervise the student support team and others visiting student flats before and during the semester.
 - c. Regularly review and revise the housing questionnaire and website housing information in coordination with the London IPA
 - d. Coordinate teamwork around assigning students to flats according to preferences and other criteria and communicating those assignments to students
 - e. Act as an escalation point to resolve student housing concerns and conflicts collaborating with the Associate Director, Finance and Administration
4. Oversee the end-of-term student departure logistics (housing, flight information, access cards, etc.)

Supporting Students in Incidents and Emergencies

1. Liaise with Syracuse University Abroad colleagues and relevant SU offices on incidents and emergencies relating to London Centre students
2. Provide guidance to wellbeing staff on the handling of individual student cases and emergencies
3. Oversee the handling of student disciplinary cases according to codes of conduct and other policies
4. Oversee student safety for all mass emergencies following University and Syracuse London protocols
5. Promote good practice in identifying low-, medium- and high- level concerns
6. Participate in weekly case management meetings, and serve as escalation level when needed
7. Manage the emergency phone coverage, ensure all relevant staff are regularly trained, and cover the e-phone when needed. Monitor the emergency escalation phone at when the program is

Diversity, Equity, Inclusion and Access

1. Promote DEIA as an essential part of student wellbeing and academic success
2. Lead your team in continually developing awareness and knowledge of the ways diversity, equity, inclusion and accessibility shape and impact students' experiences
3. Review and revise policies and procedures to support DEIA in collaboration with the leadership team
4. Respond supportively and appropriately to student concerns about experiences relating to DEIA, communicating with campus partners at Syracuse University in the U.S.
5. In collaboration with the Associate Director for Finance and Administration, and the wider leadership team support DEIA through the organization as pertains to academics, faculty, and staff.

Person Specification

Required

- Minimum three years' managerial/supervisory experience in university student services or residential life
- In-depth knowledge of and demonstrated commitment to diversity, equity, inclusion, and accessibility
- Experience:
 - handling a full range of student mental health challenges
 - managing student emergency or crisis situations
 - managing, training, and collaborating with others
- Outstanding written and verbal communication abilities in a professional context
- Outstanding interpersonal skills in working with diverse people at all levels of an organization

Desirable

- Master's degree or higher
- Experience in drafting policies and procedures
- Experience working in a designated support role with American/international students in a study abroad context
- Experience working in university student housing
- Desire to seek progressive levels of management and leadership responsibility