

Syracuse University

London

Program Office Assistant

November 2024

Overview

Status	6-month contract, full-time
Working Pattern	40 hours a week onsite Mon-Fri 9am-5pm, with the expectation of providing flexibility to support evening and weekend student programming.
Application Deadline	Nov 30 th , 2024
Start date	Asap
Benefits	Generous benefits package including holiday allowance, group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Centre Director
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 per year in fall and spring semesters; employs 20 permanent administrative staff members and 60 adjunct faculty members; offers 50-60 Syracuse University-approved courses/modules each term across 35 disciplines; and runs 200+ class field trips and a robust internship program, in addition to an intensive summer session.

This full-time, 6-month contract position provides administrative support to the 4-person programming team and 3-person student wellbeing team in a variety of forms.

This role draws on a variety of administrative talents and is ideal exposure for a candidate interested in the study abroad sector

Main responsibilities

Transitions and Logistics

1. Assist the programming staff as needed in student arrivals, orientations, and departures
 - a. Support the Student Guides (temps) during arrivals
 - b. Support and provide back-up on other aspects of transitions and logistics as needed

Programming Administrative Support

1. Provide administrative support to Program Office and Student Support staff assisting in student events and educational activities. typical tasks may include the following, under direction of programming staff:
 - a. Data entry
 - b. Managing records in the student database
 - c. Filing/Scanning, Photocopying
 - d. Registering students for activities and distributing tickets
 - e. Supporting Program Office staff in making bookings.
 - f. Drafting communications on behalf of Program Office staff
 - g. Creating posters and brochures for Program Office activities
 - h. Ordering supplies, updating forms
 - i. Responding to emails
 - j. Ensuring vendors are paid on time
 - k. Taking minutes in staff meetings and distributing
 - l. Setting up student events and ordering catering

Student Support

1. Promote a welcoming, calm supportive office environment
2. Respond to all initial walk-in and email enquiries from students for general student support, directing students to other people and resources
3. Refer and escalate cases appropriately
4. Assist programming teams in providing helpful, appropriate programming and information about city events related to student wellbeing

Diversity and Inclusion

1. Continually develop awareness and knowledge of the ways diversity, equity, inclusion and accessibility shape and impact students' experiences
2. Respond supportively and appropriately to all student concerns about experiences relating to DEIA
3. Promote DEIA as an essential part of student wellbeing
4. Actively support and contribute to DEIA initiatives and activities.

Person specification

Skills

Bachelor's degree preferred
Excellent written and verbal communication skills
Outstanding accuracy with administrative details
Experience with office platforms e.g. spreadsheets, instant messaging, email
Prior work experience in an education, customer service setting
Excellent time and workload management

Demeanor

Commitment to high quality undergraduate student support, wellbeing, and programming

Ability to respond calmly to urgent or crisis situations

Sensitivity to students who are struggling or vulnerable

A passion for student equity, diversity, and inclusion

A team player with a positive and supportive attitude