



Pathway Programme Manager (live-in)

Job Description

POSITION OVERVIEW

Location	St. Katherine's Dock, London
Term	Full-time, permanent
Base	Campus and at Housing Accommodation (London, Zone 1)
Salary	Up to £30,000 per annum + paid for accommodation in Central London
Benefits	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	August 2021
Reports to	Residence Life Manager

The New College of the Humanities (NCH) is hiring a Pathway Programme Manager (PPM) based in London, England. The PPM will directly supervise a team of 5-7 Pathway Programme Coordinators and help support the physical, emotional, social, and academic needs of approximately 350 - 450 Northeastern University first-year cohort program students and study abroad students.

For the coming year, site staff will reside in Chapter Spitalfields. The studio rooms offer access to a premium residential experience. With elevated views over central London, the rooms have their own private kitchenette, workspace and en-suite bathrooms, offering a homely space to relax and work from. All residential staff enjoy free access to all the amenities on site including gym access, a private 32nd floor bar, cinema room, karaoke space and more.

Northeastern University offers admission and enrolment programme opportunities that advance the university's global mission and help meet students' needs. Students who apply for admission to Northeastern may be offered direct entry into some of these specialised entry and pathway programmes. The PPM will assist with managing several cohorts of students who are studying at NCH for one or more semesters:

- The N.U.in Programme Student Cohort: The N.U.in Programme runs during the fall semester and is geared towards well-qualified students who are a good fit for an international or cohort program during their first semester.
- NU Bound Student Cohort: NU Bound is an academically rigorous one-year Northeastern-sponsored programme for select students which provides a pathway to transfer to Northeastern University in a student's second year of university study.
- Global Engagement Programme Student Cohort: This Invitation-only year-round programme is offered to select high-talent students who have been accepted to Northeastern. Students in this programme study business or business and economics or political science.
- Global Quest Student Cohort: Global Quest is a first-year programme where students spend their Fall semester in Boston and Spring semester in London. Students are recruited from the pool of all admitted students.
- Semester In London Student Cohort: This cohort of students represents a more traditional study-abroad model for upper-class students and Northeastern.

This is an in-person position that requires site staff to live in the student accommodation, the Chapter Spitalfields, with students during the Fall 2021 and Spring 2022 semesters which run from August 2021 – April 2022. With supervision from the NCH Global Team, the person in this role will serve an on-call rotation and may work some non-traditional hours to help support co-curricular programming and manage escalated student emergencies.

DUTIES AND RESPONSIBILITIES

- Assist the Global Experience Team with logistical planning of site staff training and student orientation.
- Serve on various Northeastern and NCH working groups/committees to improve on-site operations (such as student conduct, emergency protocols, finance/programming, etc.)
- Work with NCH colleagues to engage in campus-wide community building efforts to develop skills in programming, crisis management, conduct and conflict resolution, leadership skill building, equity, diversity, inclusion work, identity development and creating a sense of belonging, etc.
- Transition & integration support for pathways students in the spring including providing tools to aid in transition and planning events and programs that connect students to each-other and the university.
- Develop programming, support, and resources for students to assist with problem solving, critical thinking, building resilience, etc.

- Work with programme coordinators on managing crisis situations and further develop skills to confidently triage and communicate with families and emergency contacts as situations arise.
- Act as the primary point of contact for student and staff safety and security during crises and manage escalated emergencies.
- Ensure and track quality and diversity of academic and social programs
- Encourage student academic success, respond to student concerns and connect students to on-site academic, medical and mental health resources.
- Serve as a conduct hearing officer.
- Supervise, support, and evaluate a team of program coordinators in all aspects of their professional development and needs.
- Serve as a liaison with staff and faculty from NCH and NU GEO Program Management Staff through regular meetings and written reports

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- Undertaking other duties as assigned by management, and in the spirit of positive teamwork.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

The PPM will work collaboratively to support the safety and wellbeing of students and contribute to the development and overall success of the students and the programme.

PREFERRED EXPERIENCE

This highly demanding position requires a significant amount of patience, flexibility, assertiveness, diplomacy, self-initiative, as well as substantial experience working in fast-paced and ambiguous environments. This position also requires a unique and flexible individual prepared to build proficiencies with a new program partner for a range of programs and student populations.

TRAINING AND EDUCATION

Essential

- Master's Degree or equivalent professional or vocational experience required in relevant field such as Higher Education, International Education or Student Development

EXPERIENCE

Essential

- Demonstrated student service experience or higher education experience in a residence life or student affairs capacity
- Experience with supervision, leading teams, and managing diverse groups of staff
- Experience living, working or studying abroad
- Experience working closely with high school or undergraduate students (in a counsellor, residence life, student affairs, or related role)
- Experience with crisis management, mediation, and conflict resolution
- Flexibility and demonstrated ability to excel in fast-paced environments, navigate ambiguity, and take actions that satisfy diverse interests
- Proven ability to coordinate and manage events for large groups with enthusiasm and attention to detail
- Experience with budget reporting
- Proven ability to work well under challenging conditions, demonstrate sound judgement, and take actions that satisfy diverse interests while achieving programmatic goals

SKILLS AND KNOWLEDGE

Essential

- Excellent written and verbal communication skills

Desirable

- Knowledge or experience of Northeastern University/New College of the Humanities preferred
- Strong knowledge of the city of London

NU PATHWAY PROGRAMME MANAGER KEY RESPONSIBILITY AREAS

Responsibility	Percent of Time
<p>Supervision:</p> <ul style="list-style-type: none"> • Assist with training, supervising, supporting, and evaluating a team of approximately 5-7 Pathway Programme Coordinators in all aspects of their professional development and needs. 	25

<ul style="list-style-type: none"> • Ensure a high level of service and support in all NU pathway programme areas (residential life, student services, programming, academics, service learning, etc.) per agreements between Northeastern University and NCH. • Oversee the handling of emergency and crisis situations, offering counsel, decision-making, and advisement when appropriate, elevate issues, and enforce all on-site policies and procedures • Facilitate development of an environment that stimulates the responsibility and accountability for programme coordinators and NCH staff who support Northeastern programmes offered in partnership with NCH. • Provide performance management and development, including clear expectations and solid direction to each Program Coordinator • Facilitate the resolution of employee conflicts and assist employees in navigating business processes and resolving issues • Plan, organize resources, assign and delegate activities and measure results to achieve program expectations • Coach team through changes that impact their day-to-day work • Foresee potential issues; consider solutions and action plans in the university-wide context 	
<p>Community and Student Development:</p> <ul style="list-style-type: none"> • Develop and implement programmes that address students' personal, intellectual, and cross-cultural growth. • Develop and implement educational and community engagement activities. Oversee the coordination and facilitation of on-site programmes and excursions. • Responsible for student, community, and programme assessment with strategic and innovative approaches to address the findings. • Develop and maintain an environment conducive to social intellectual growth and academic success. • Support students in their transition to life in the UK and subsequent transition to the United States, in collaboration with colleges and departments on transition support initiatives. Help develop and deliver pre-departure information, on-site orientations, and programming to support transition to the U.S. • Assist students and staff in their understanding and appreciation for issues of diversity as they impact the community environment. • Work to create a warm and welcoming community where members demonstrate concern for those within and without their community and that challenges students to acknowledge and overcome their 	<p>25</p>

<p>assumptions in the pursuit of mutual respect for individuals of different cultures, life experience, and beliefs</p>	
<p>Crisis Management:</p> <ul style="list-style-type: none"> • Provide immediate emergency support by serving in an “on call” capacity • Respond to emergency and crisis situations: evaluate and assess student behaviours and community trends and provide appropriate interventions. • Assist roommates and students in resolving interpersonal conflicts and mediate disputes. Make appropriate referrals and collaborate with resources available. • Ensure that fire safety procedures/protocols are in place, and that staff and students are trained to follow them appropriately in the event of a fire or other related emergency. • Work cooperatively with NCH and Northeastern departments and programmes including: the Global Experience Office (GEO), International Safety Office, Office of Prevention and Education at Northeastern, and the Office of Undergraduate Admissions. • Outreach to emergency contacts as appropriate for information purposes and/or problem resolution. 	<p>15</p>
<p>Student Conduct:</p> <ul style="list-style-type: none"> • Provide direction and support to enforcement of all NCH and Chapter policies. • Hold administrative hearings with students regarding alleged policy violations, adjudicate cases, assign sanctions and make referrals when necessary. • Utilise educational sanctions as a developmental component as appropriate. 	<p>10</p>

<ul style="list-style-type: none"> Facilitate development of an environment that stimulates student responsibility and accountability; supports respect for peers; and creates an environment conducive to comfortable living, studying and sleeping. 	
<p>Academic Affairs:</p> <ul style="list-style-type: none"> Maintain a strong pulse on the student academic experience and report student academic concerns to NU GEO Programme Management staff as necessary. Connect students to resources at NCH and Northeastern University as needed and follow through with students to ensure success. In conjunction with the NU GEO Programme Management staff, administer academic surveys throughout semester to evaluate student academic performance, or when needed. Consult with NU GEO Programme Management staff and NCH Global Experience Team to ensure experiential learning opportunities are structured and meet NU pathway program goals. 	<p>10</p>
<p>Administrative and Financial:</p> <ul style="list-style-type: none"> Serve on various working groups and committees to improve future NU pathways operations at NCH. Contribute to content creation and logistical planning of staff training and student pre-departure information and on-site orientation. Report and collaborate with NU GEO Programme Management and NCH Global Experience Team on expense projections and spending. Complete monthly reconciliation and transactional tracking of operating budget. Ensure all financial matters align with NCH’s expectations and are in compliance with NCH fiscal policies. Serve as an event coordinator and liaison for Northeastern guests during site visits. Attend required weekly meetings as scheduled by the NU GEO Programme Management staff and Student Affairs, and NCH Global Experience Team. Provide required detailed weekly reports and updates to NU GEO Programme Management staff and Student Affairs, and NCH Global Experience Team. 	<p>15</p>

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| <ul style="list-style-type: none">• Participate in a final debrief session at the end of the academic year with NU GEO Programme Management staff and NCH Global Experience Team.• Perform other duties as necessary. | |
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APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, 30 July 2021. Please reference your application "**PPM0521**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications will be reviewed on receipt and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.