Richmond American University London

JOB DESCRIPTION

TITLE: INTERNATIONAL PROGRAMMES LIAISON
Fixed-term until June 30, 2027

REPORTS TO:

The International Programmes Liaison reports to the Vice President of International Programmes.

SUMMARY:

The International Programmes Liaison takes a lead role in developing, managing and overseeing International Programme partnerships (including a number of new US Freshman and Top-Up Degree programmes) as well as French/Spanish-speaking partnerships/exchanges during the Fall, Spring and Summer semesters. Working closely with partners, Admissions, Marketing, the Registrar and faculty, they ensure that students enrolled on these programmes are properly advised and that changes to any degree structures are monitored, actioned and communicated to relevant parties. They will also create and lead exciting London and/or UK-wide programming opportunities for arrived Study Abroad students to enhance their Richmond experience, as well as assist the International Programmes team in developing new partnerships (especially in Latin America). Occasional international travel may be required.

MAIN DUTIES:

The International Programmes Liaison's main duties are to:

- act as prime liaison for students on academic and administrative matters for new Freshman and Top-Up programmes, French and Spanish-speaking partners and Latin-American/African and some Asian partners, including: registering all students for spring, fall and summer classes; handling specific academic concerns of individual students; and ensuring with Registrar that all transcript requests are processed;
- ensure that these students are properly advised and follow the required programme structures;
- liaise regularly with partners and Richmond staff and faculty to ensure that any changes here or with partners overseas are noted, communicated and acted upon, in order to ensure programme description and pathways are up to date and accurate;
- work with the Vice President and other colleagues to develop and maintain these and other new programmes by identifying new business, helping to produce marketing materials, and updating the web pages;
- manage special outbound programmes, such as summer schools to France;
- develop and lead exciting programming opportunities for students arrived in London, including meeting/coordinating airport arrivals;
- maintain regular office hours and replying to email and telephone enquiries from students and partners in a timely manner;
- follow up all attendance and/or C- or below warnings for these programmes;
- maintaining up-to-date records and statistics;

- assist the Vice President of International Programmes with arranging guest visits;
- assist the Vice President of International Programmes in course/school development and conference/research preparation;
- conduct semesterly evaluations of Freshman, Top-Up and Exchange/Study Abroad programmes and experiences;
- communicate effectively with other departments, including Finance, Estates and Facilities, Registry Services, Security, Marketing, Faculty, Student Affairs and Admissions, to improve processes for Freshman and Top-Up Students;
- attend International Programme meetings;
- act as a point of contact for students with syllabus/transcript/general queries;
- sit on different committees, such as Marketing Committee, and others as required;
- ensuring the department complies with data protection requirements (UK GDPR);
- adhere to and promote the University's health and safety policies and procedures;
- undertake other duties and special projects as assigned by the Vice President of International Programmes.

LOCATION:

The International Programmes Liaison is located primarily at the University's Chiswick campus (and remotely) but may also be required to undertake some advising/promotional work overseas or for such periods and places as the Vice President of International Programmes determines.

SPECIAL NOTE:

By the nature of the duties of this position, there is a requirement for flexible working hours and occasional weekend and evening work. This position may involve occasional UK and overseas travel.

A basic level Disclosure and Barring Service check is required for this role.

GENERAL:

The above responsibilities are subject to change at the discretion of the Vice President of International Programmes and shall include other responsibilities as the Vice President may from time to time assign. The Vice President may also, at their discretion, reassign some of the above responsibilities. The Vice President will work with the International Programmes Liaison to co-ordinate work and resolve problems and will evaluate the performance of the International Programmes Liaison.

PERSON SPECIFICATION

ESSENTIAL:

- proven experience of working in a similar role, preferably in international higher education;
- experience of the UK,US,EU and Latin American higher education systems;
- a postgraduate degree, or equivalent relevant experience;
- working proficiency in French and/or Spanish (essential); additional languages desirable
- the ability to work well independently and as part of a team;
- able to work quickly and accurately, sometimes under pressure;
- a proactive, flexible approach to working;

- excellent communication skills with the ability to interact with a wide range of people;
- a high level of accuracy and attention to detail;
- highly organised with the ability to prioritise work;
- a creative and flexible approach to work, with a genuine desire to provide first-class service to students and partners;
- intercultural sensitivity and discretion;
- proficiency in Microsoft Office Suite and database management skills;

DESIRABLE:

- experience of events management or careers development;
- an understanding and/or a working knowledge of UKVI requirements for visas to study in the UK.

DATE REVIEWED:

November 2026.