

## **JOB DESCRIPTION**

Job Title:	Student Support Services Coordinator
Reporting Relationship:	Director of Academic Affairs
Location:	Global Studies University, Sharjah, United Arab Emirates
Expected Starting Date:	Monday, July 14, 2025
Job Status:	Full time
Application Deadline:	The position is open, until filled
Role Purpose:	Responsible for providing high-level professional administrative support

### **About Us**

Located in Sharjah, United Arab Emirates, and following the successful launch of The Africa Institute in 2018, Global Studies University was established in 2023 as a non-profit institution for higher education by His Highness Sheikh Dr. Sultan bin Muhammad Al-Qasimi, Member of the Supreme Council and Ruler of Sharjah. [Read more.](#)

### **About the Position**

The Student Support Services Coordinator will be responsible for ensuring that students at the (GSU) receive the necessary support and guidance throughout their academic journey. This role involves managing day-to-day student services, including orientation, advising, and aiding academic, emotional, and logistical challenges. The coordinator will work closely with students, faculty, and administrative staff to develop and deliver a variety of programs and initiatives that contribute to student success and well-being.

### **Key Responsibilities**

#### **Administrative Duties:**

- Carries out all duties with a high degree of accuracy, attention and confidentiality
- Maintain accurate records of student interactions, support services, and outcomes
- Ensure all student service processes are followed in compliance with university policies
- Establishes, maintains and updates filing system and records
- Handles logistics of planned events, such as travel, accommodation, catering, bookings
- Assists in the preparation of lectures, seminars, and events



**Student Orientation and Integration:**

- Act as a first point of contact for students, when requested, and should provide adequate support
- Interact effectively and professionally with all students and faculty inquiries and requests.
- Assist in providing the necessary information about the institute's programs and services,
- Coordinate and facilitate orientation programs for new students, ensuring they are equipped with the necessary information and resources for a successful academic and social transition.
- Provide guidance on campus resources, academic expectations, and cultural integration for both local and international students.
- Should be able to handle correspondence, such as letters, reports, memos, in both Arabic and English

**Advising and Academic Support:**

- Offer academic advising to students regarding academic policies, and academic resources
- Work closely with faculty and other academic departments to identify students in need of academic support and connect them with tutoring, workshops, and other resources

**Well-Being and Mental Health Support:**

- Develop and implement student well-being programs focused on mental health, stress management, and emotional resilience
- Refer students to counseling or psychological services as needed and follow up on their well-being

**Students Engagement and Development:**

- Organize and manage extracurricular and co-curricular activities that foster personal growth, leadership, and community building
- Coordinate peer support programs, mentorship initiatives, and networking events to encourage students engagement and collaboration

**Cultural and Social Support:**

- Provide culturally sensitive support to students from diverse backgrounds, ensuring their needs and challenges are addressed in a manner that respects and celebrates their uniqueness
- Facilitate workshops and events that raise awareness of cultural diversity and inclusion on campus

**Collaboration and Communication:**

- Collaborate with faculty, staff, and external partners to ensure a holistic support system for students
- Act as the liaison between students and the university administration on matters related to student services and well-being



**Crisis Management:**

- Provide immediate support and guidance to students in crisis situations, including health emergencies, personal challenges, or academic difficulties
- Work with relevant campus resources to coordinate appropriate responses to student crises
- Be available to respond to student emergencies and critical events outside of regular working hours, ensuring timely and effective support when needed

**Required Education**

- A minimum of bachelor's degree in a relevant field is required e.g. Business Administration or Education

**Professional Experience**

- 5-8 years of experience in student support services, academic advising, or student affairs, preferably in a higher education environment.
- Experience in events coordination
- Experience in working in a diverse environment
- The ability to communicate in English and Arabic is essential; knowledge of national culture and traditions is highly desired

**Competencies and Skills**

- Knowledge of university programs and operations, including Administrative and Academic Affairs, is preferred
- Strong interpersonal and communication skills with the ability to connect with students from diverse cultural and academic backgrounds
- Ability to work under pressure and manage multiple tasks simultaneously
- A compassionate, empathetic approach to student issues with a strong commitment to student success
- Proficient in using student management software and office productivity tools.
- Proficiency in Arabic and English is required
- Strong organizational and administrative skills
- Knowledge of well-being services and mental health support strategies in a university setting.



## How to Apply

If you are interested, please submit your CV and Cover Letter via email to [careers@gsu.ac.ae](mailto:careers@gsu.ac.ae). Kindly include the position you are applying for in the subject line.

*Salary and further compensation commensurate with degree and experience. Benefits package includes health insurance, housing, and transportation, children school fees allowances subject to coordination of benefits.*

*GSU is committed to fair employment practices and encourages women and men of all national, ethnic, and religious backgrounds to apply and join our expanding team. UAE nationals are encouraged to apply. UAE residents are preferred.*

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