



IHE Delft is the largest international graduate water education facility in the world and is based in Delft, the Netherlands. The mission of IHE Delft is to work in partnership to strengthen capacity in the water sector, to achieve global sustainable development. IHE Delft has a permanent staff of 230 of which more than 140 are academics from all over the world, while about 250 guest lecturers from academia and industry contribute to our educational programmes. Each year 750 professionals (including about 200 new MSc students per year) attend courses at IHE Delft. The Institute has an international staff & student community with English as the working language.

The activities of the process management unit **Central Services** focus on student and PhD services and facilitation (events, front desk, facilities, student and participant stay and housing, reproduction and documentation), procurement (for example travel and stay, excursions, catering) and operation and maintenance of the Institute facilities.

Central Services is looking for a:

Student Support Officer

24 hrs

Responsibilities

The Student Affairs Office is responsible for all student-related matters from the moment of application until their return home. As part of the Student Affairs Office, the Student Support Officer takes care of the welfare of IHE Delft's international participants. The Student Support Officer is responsible for the guidance of participants in case of personal, medical or mental issues and offers practical support. He or she helps them to adapt to the multicultural environment of the institute and to adjust to Dutch culture. The Student Support Officer has an important role in establishing and maintaining a positive relationship between and amongst IHE Delft's participants, staff and third parties. The student support officer is responsible for planning, organization, co-ordination and implementation of a varied programme of academic events and social gatherings.

- Administer and facilitate the student housing and liaising between the Student Housing providers and participants;
- Develop, improve and update work procedures and policies. Clarifying regulations, requirements, procedures, policies, and other information necessary to settle in in the Dutch culture and the institute;
- Keep the Student Intranet up to date;
- Coordinate academic events such as opening and closing ceremonies. Develop an annual social cultural and sports plan. Coordinate the organization of the social cultural and sports programme;
- Guide participants in the transition from their family life and/or professional careers to being a member of the multicultural environment of IHE-Delft;
- Coordinate and advise the Student and PhD Association Boards and the volunteer organisation "Meet the Dutch";
- Direct, plan and, after management approval, execute events and follow-ups in case of calamities related to students' problems affecting their wellbeing, in consultation with involved health organisations.

Requirements

- HBO qualified;
- Flexible work attitude;
- Able to work independently and as part of a team;
- Excellent command of the English language as well as the Dutch language;
- Experience with working in an international, multi-cultural environment;
- Decisive, patient and non-judgmental attitude;
- Excellent communication and organising skills;
- Prepared to work outside regular office hours.

Terms of employment

The employment contract is for 24 hours (0,63 Fte).

Scale 7 Collective Labour Agreement for Dutch Universities (VSNU).

IHE Delft offers an attractive, multiple choice employee benefits scheme, year-end bonus and generous pension scheme. The appointment implies entry into the Netherlands' Civil Service Pension Fund (ABP). We also offer 31 days' leave based on 38 hours working week.

Information and application

Additional information can be obtained from Mr H.A. Heins, Manager Central Services, (+31 5 215 1700 or a.heins@un-ihe.org).

Applications (in English), should respond specifically to the requirements, and can be sent until **12 May 2020 (closing date)** including curriculum vitae and motivation letter (*as one PDF file with your family name as the filename*), to IHE Delft, attn. Human Resource Management (E: recruitment@un-ihe.org), PO Box 3015, 2601 DA Delft, The Netherlands, stating vacancy-number **21-CS-01**.

Reactions from staffing agencies and other 3rd parties are not appreciated.