

Student Experience Coordinator



Location: Dominican Republic / Croatia

Reports to: Regional Director

Type: Full-time & fixed-term

Dates: 1st June 2019 – 17th August 2019 (11 weeks)

We recognise that passionate people with talent, drive and enthusiasm are vital to our success. With this in mind, we are looking to recruit ambitious people with the skills and aptitude to join our energetic and entrepreneurial team as we continue our journey to become the leading provider of pre-med student experiences.

What we do

- We provide educational programs to support aspiring doctors and physician assistants on their journeys to medical or PA school through first-hand experience shadowing doctors in working hospitals.
- Student and patient safety is our top priority, and our revered mentoring system partners each student with a professional clinician who is fully accredited through our rigorous Partnership Assessment to ensure constant professional supervision, as well as a very personalised learning experience.
- Our two- to 12-week programs are residential, with students living together in our own purpose-designed and fully-catered guesthouses to create a supportive sociable environment. Our friendly local teams are on hand 24 hours a day, and are passionate about bringing people together for the adventure of a lifetime as part of the Gap Medics family.

Who we are

- We are a small team (currently 21 full-time employees) of talented, hard-working people who are passionate about what we do.
- We currently deliver our programs in the Dominican Republic and Croatia. We also have a sales & customer service office in the Dominican Republic and a finance & admin office in the UK.
- Our team have experience of arranging over 15,000 hospital placements in more than 10 countries since 2011.
- We believe passionately in our model as an ethical business, operating on transparent commercial principles that give us a strong and truly sustainable foundation from which we can do good.
- We operate with respect to our natural environment and the communities in which we work. By late 2019, we will have cut the use of single-use plastics in all Gap Medics houses to almost zero.
- We are an inclusive and respectful employer, believing that people who work hard and deliver results deserve to be well-rewarded.

The role of Student Experience Coordinator

As a Student Experience Coordinator, you will be an important part of our team based in the Dominican or Croatia that provides a comprehensive service to our students. We can't stress enough that you will be expected to get stuck in with whatever needs doing on the program which makes this role unpredictable, diverse, very fast-paced and sometimes quite intense.

Here are some of the typical things you will be expected to do as a minimum:

- Communicating with students before they arrive on the program to ensure they are adequately prepared;
- Organising and liaising with our mentors (usually M.D's) to ensure they are properly prepared and introducing students to the hospital and their mentor;
- Airport transfers, group social activities and guiding students around the local area;
- Supervising students during the evenings and responding to student's problems and questions,
- There may also be a need to support our Housekeeping team, particularly on busy student arrival/departure weekends.

Student Experience Coordinator



What we're looking for

- Totally dedicated to ensuring our students had an experience they never forget. To do that you'll need to be proactive and confident with high energy and a natural flair for outstanding customer service.
- Very resilient, determined and not afraid of hard work! You'll often be working long hours in a very active role.
- Excited about what we do and the role of Student Experience Coordinator because life's too short to do a job you don't love.
- Very good level of spoken and written English. Spanish is a bonus.

What you'll get in return

- Return flights to Dominican Republic / Croatia;
- Fully catered accommodation;
- Competitive living allowance;
- Travel and health insurance;
- Opportunities to work with a variety of people from around the world;
- Experience of new cultures and communities;
- Become a key part of our sociable, close-knit team and our high demand, high reward culture;
- Longer-term career opportunities.

How to apply

Please email recruitment@gapmedics.com with your application letter. Please give details on why you think you are suited to this role, your availability, where you saw the vacancy and a copy of your C.V.

If you have any questions about the role, please contact Rachel Plummer on +44 191 603 1111.

How the recruitment process will work

We will be reviewing applications as we receive them and so encourage you to apply as soon as you can.

Telephone interview: all relevant applications will first be telephone interviewed by a member of the team. If you are shortlisted, you will be asked to provide two references (one of which must be a previous employer).

Face-to-Face interview: this will be more in-depth and will be with our Managing Director and other members of the team as appropriate.