

Process Manager for Housing and Student Life Department

This is a unique opportunity to help shape a newly established Housing & Student Life team, focused on streamlining and improving operational and administrative processes that support seamless student experiences.

As Process Manager, you will lead a small team (4 employees) at the center of the larger housing and student life department.

We are seeking a candidate with a blend of operational experience, process improvement expertise, and a flair for leveraging technology to improve workflows in our people-centered operations.

The ideal candidate has 3-5 years working experience and a minimum of 1 year as a supervisor. They can balance strategic process improvements and team leadership with being part of day-to-day operational execution of the responsibilities and tasks.

Objectives of this role

Continuously identify, develop, and implement digital processes that support and improve the students experience. While the exact focus will evolve as the team identifies new needs, initial areas where the team is expected to contribute include (but are not limited to):

- **Arrivals logistics:** Organizing and coordinating arrivals for students
- **Housing matching and general admin:** Supporting the housing team with reporting, scheduling, and process improvements
- **Legal residence process:** Overseeing the administrative process for student residence permits and CPR registration
- **Visiting Host program:** Coordinating the process of matching students with visiting hosts
- **DIS Navigate app:** Managing content updates, functionality, and student engagement through the app
- **Student services administration:** Overseeing the distribution and management of SIM cards, coordinating student transportation, administering student purchase cards, and ensuring seamless service delivery and vendor relationships

Core competencies

- Collaborative: Works closely with student-facing teams and other internal and external stakeholders to ensure operational processes support broader service goals and values
- Hands on leadership: Leads a small team while actively being part of the execution of daily key processes and problem-solving
- Experience in cultivating stakeholder relationships
- Excellent verbal and written communication skills in English and Danish
- Process optimization: Ability to identify, design, improve, and streamline operational workflows with a data-driven approach
- Strong system skills: proficiency in exploring and leveraging technology to improve processes and efficiency
- Strong interest in continued professional development personally and for the team

The position is full-time (37 hours/week) including working a few weekends per year.

Application Requirements

We prioritize candidates already residing in Denmark. Applicants must already have the necessary work authorization or permit to be employed in Denmark.

Please submit the following via the application link:

- A cover letter of maximum 1 page expressing your motivation for the position
- A resume

Optional: Recommendation letter(s) may be added to your application. You can also log in to your application and add recommendations later, as long as the job posting is active. We do not accept any recommendations sent directly to DIS.

Applications will be reviewed on a rolling basis, and we recommend that you send your application as soon as possible. For further information about the position or our recruitment process, please contact Tine Hegaard Aggersbøl at theg@dis.dk

