Manager, Student Hub and Student Care Teams

Do you want to help create a student experience where wellbeing, belonging, and community go hand in hand?
As Manager of the Copenhagen Care & Student Hub Teams at DIS, Study Abroad in Scandinavia, you will lead two closely connected teams within the Student Life Department and play an important role in supporting students throughout their time at DIS. You will lead a team providing professional care and support while also helping maintain and develop the Student Hub as a welcoming place where students can connect, find inspiration, build community, and discover opportunities at and outside DIS.
Each semester, DIS welcomes approximately 1600 undergraduate students from U.S. universities to Copenhagen, alongside students attending summer and custom programs throughout the year. We take a holistic approach to learning, recognizing that students grow through the full study abroad experience. Student Life helps students develop intercultural competencies, and gain life skills through living in a new environment.
The Student Care Team provides support related to students' physical and mental health, personal challenges, and acute situations. The Student Hub is the heart of student life at DIS -a space for connection, creativity, community, and practical support.
We believe that a student does not have to be in crisis to need support. Sometimes the best support is connection, inspiration, or simply having a place where you feel you belong.

As Manager of the Care & Student Hub Teams, you will:

- Lead and develop the two teams: four Care Team staff and three Student Hub staff
- Ensure high-quality student care while taking an active role in complex and escalated student cases
- Help maintain and develop the Student Hub as a vibrant and welcoming space, while staying connected to its everyday activities and processes
- Connect student care, wellbeing, engagement, and community-building, using student feedback and staff insight to identify opportunities for improvement
- Work closely with colleagues across DIS to create a holistic student experience
- Oversee priorities, resources, processes, and day-to-day operations across the two teams

Start Date:

March 1st, 2027

Relevant skills:

- Experience working with international students, young adults, wellbeing, higher education, or a similar people-centred environment
- A strong understanding of student wellbeing and the challenges facing young adults, combined with sound judgement in complex or acute situations
- Experience leading or developing people, projects, programmes, or teams; formal people-management experience is an advantage, but not a requirement
- Strong interpersonal, communication, and collaboration skills, with a genuine interest in belonging, community, and student engagement
- Ability to balance hands-on involvement with seeing the bigger picture and identifying opportunities for improvement
- Empathetic, approachable, and resilient, with the ability to navigate complexity and change
- Excellent written and spoken English communication skills
- Familiarity with the U.S. higher education system is an advantage

•Familiarity with digitalization and AI, and an interest in using these to improve processes and the student experience, is an advantage

You will report to the Director of Student Life and work closely with the two other Student Life managers of the Housing Community and Operations teams as well as key collaborators across DIS, particularly the Academic Support and Health & Safety teams. The work of the Care Team can at times be emotionally demanding and involve acute situations. The role therefore requires sound judgement, appropriate professional boundaries, and the ability to remain calm and supportive when working with sensitive student matters.

The manager is expected to be visible and present in the Student Hub and may occasionally work evenings or weekends in connection with Hub activities and events. The role also includes coordinating the cross-organizational Emergency Phone Team, including planning shifts and supporting occasional professional development. The manager may also take an emergency phone shift from time to time.

DIS Work Values & Styles

•Cross-cultural learning
•Independence and initiative
•Communication and collaboration
•Creativity and problem-solving
•Professional development and relationship-building
•Friendly, supportive work environment

Application Process

Please submit your CV and application letter in English using the link below.
Deadline for submitting your application is: Monday, December 7, 2026
For more information, please contact Director of Student Life, Adrianne Sullivan at: as@dis.dk