



GRIFFITH COLLEGE

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| <b>Job Title:</b><br><i>Graduate Role:</i> Global Office Student Support – Administration and Admissions Officer | <b>Reporting to:</b><br>Global Engagement Office Manager |
| <b>Location:</b> Dublin South Campus   | <b>Job Type:</b> Permanent Fulltime                      |

### **Global Engagement Office**

Griffith College’s Global Engagement Office, known informally as the Griffith Global, plays a central role in all of the College’s internationalisation activities. The Global Office works with stakeholders across all faculties and at our sister campuses in Cork and Limerick to actively promote and encourage enhanced internationalisation activities.

Through Griffith Global, the College recruits international learners to study in Ireland, develops academic, research and collaborative partnerships with overseas higher education providers across the Globe, provides pastoral care and welfare support to its international learners and fosters an environment of cultural awareness within the institution.

### **Job Summary**

The Global Office Student Support, Administration and Admissions Officer will play an important role in supporting our prospective and existing students to enhance their experience as they progress through their academic journey with us. This is an ideal role for a recent graduate to gain experience in a busy office environment and in the dynamic international education arena.

Key responsibilities of this role include:

### **Front Desk Duties**

- Acting as first point of contact for existing, incoming and prospective students
- Managing all incoming telephone calls and servicing the enquiries accordingly, or forwarding them to the relevant person as appropriate.
- Assisting new incoming students with all the initial information they require in relation to letters, immigration extensions, fees, registration, student cards etc
- Answering the emails coming through the International email account. Forwarding emails to the relevant Marketing Officers or other Griffith College personnel as relevant.
- Maintaining and developing email reply templates to enable the emails to be answered as efficiently as possible.

### **Pastoral Care**

- Assisting existing students in relation to any non-academic issues they may wish to discuss
- Arranging private meetings with students if they need to discuss personal matters
- Assisting students with information if they require the services of the College Counsellor
- Following up with students accordingly to ensure that they are getting all the support they need.
- Making appointments for students if they wish to meet the GCD Student Engagement Officer, Student Union Officers and/or Faculty Staff as appropriate.



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### **Global Recruitment Support**

- Handling initial admissions enquiries from prospective students by phone, by email and in person
- Acting as initial point of contact for walk-in enquiries which would be passed on to the relevant Global Mobility Officer to progress
- Assisting with College Tours where required
- Meeting students and parents for an overview of the College when required
- Supporting the issuing of Offer Letters and Invitation to Register letters as appropriate and updating the college database accordingly.
- Supporting processes in relation to English testing
- Acting as a point of contact for applicants/students in relation to pre- and post-registration issues
- Supporting the admissions and pre-registration process for students going from English to degree Involvement with the coordination of webinar activities

### **Visa/Immigration Issues**

- Maintaining a database of students in need of support, and/or students who require any special attention/treatment and updating it regularly with a view to monitoring certain students in particular.
- Arranging meetings with the GCD Student Engagement Officer for students whose attendance is problematic.
- Working with the International Administrative Officer in the preparation of information to go to Immigration Service Delivery (ISD) on a weekly basis.

### **Pre-Registration/International Induction and Information Meetings/College Induction Days**

- Assisting with pre-semester Induction activities, Information Meetings, and pre-registration requirements.
- Involvement in College Induction Days.

### **Additional Tasks**

- Assisting the Global Office Director and Global Office Manager in relation to ad hoc project work, and in the preparation of various reports as required. Running any additional queries and reports on the college database as requested.
- Other ad-hoc duties and project work, as assigned by the Line Manager
- Any other commensurate duties that fall within the employee's capabilities.

### **Minimum Education/ Experience Requirements**

- Excellent communication and administrative skills
- Proven customer-facing skills
- Strong organisation skills
- Ability to work in a team environment
- Capability to work in a dynamic and fast paced environment
- Proficient in Microsoft Office
- Third-level qualification would be an advantage
- Experience of working in a multicultural environment would be extremely beneficial
- Minimum of Level 8 honours degree. Level 9 Master's Degree an advantage
- Fluent in English; minimum CEFR C1 level.



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### **About Griffith College**

Established in 1974, Griffith College is Ireland's largest independent third-level institution with locations in Dublin, Cork and Limerick. The main campus is situated on seven acres within a mile of St. Stephen's Green on Dublin's South Circular Road. Griffith College enjoys a national and growing international reputation for student success. The College has gained an enviable, award-winning reputation for providing students with first-class lectures and excellent study material. Griffith College offers internationally recognised postgraduate and undergraduate degree programmes, complimented by a wide range of professional, short term and corporate training educational solutions - in Griffith college, there is something for everyone. Today there are over 7,000 students studying in the College, which is a designated educational institute of the Quality and Qualifications Ireland (QQI). Click the link for more information. <http://www.griffith.ie/>

### **Our Vision**

'Empowering learners to achieve their career and life potential'

### **Why work for Griffith College?**

- Competitive salary package.
- Funding support for continued professional and academic development.
- Bike to work scheme.
- Tax saver travel scheme.
- Paid annual leave and public holidays.
- Opportunity for continued training development and support.
- Free parking facilities.\*
- Onsite subsidised restaurant.\*
- Stunning historical premises.
- Vibrant multidisciplinary and multicultural learning environment.
- Innovative and agile place to work.
- Welcoming environment committed to learner and staff development.
- \**Dublin campus on South Circular Road.*

*This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline of proposed areas of activity and will be amended in the light of the changing environment within the Faculty and the College.*

*Griffith College is an equal opportunities employer. Candidates must be eligible to work full-time for any employer in Ireland.*