

Department: International Office, Griffith College Cork

Position: International & Language Student Services Administrator

Reporting to: Deputy Head and Director of Studies, Griffith College Cork

Background

Griffith College, Ireland's premier independent third level institute is looking to fill an International & Language Student Services Administrator role in its growing International Office in Griffith College's Cork Campus.

Working closely with both the Deputy Head and Director of Studies, Griffith College Cork, the successful candidate will be part of the student lifecycle within the College.

This will be a challenging and varied role and the successful candidate will need to have:

- Excellent organisation skills with high level of attention to detail
- Exceptional verbal and written communication skills
- The ability to work independently as well as part of a team

The below job specification is meant as a guideline list of responsibilities only and should not be considered an exhaustive list

- Support students' arrival at Griffith College Cork
 - Ensuring all students have suitable accommodation on arrival
 - Organisation of airport transfer
 - Preparation and dissemination support letters for students on arrival in Ireland
 - Issue relevant visa documents in support visa renewal
 - Preparation and dissemination of student cards
 - Coordination of weekly induction and initial level assessment for new English language students
 - Liaise with Dublin office regarding new arrivals

- Provide daily and on-going support to all EU, NON EU and language students registered with Griffith College Cork
 - Be the first point of contact for all students and provide necessary pastoral support
 - Be available to receive and respond to student feedback
 - Management of student records on Scholar and Excel
 - Prepare attendance sheets for all EU, NON EU and language students
 - Manage attendance control for all EU, NON EU and language students
 - Liaise with lead lecturers in all departments as required
 - Liaising with international partners/agents when required

- 3rd party accommodation provider payment for all EU, NON EU and Language students
- Replying to students' queries in a timely courteous manner
- Support the Director of Studies in the day to day management of the language school
 - Preparation of certificates for departing students
 - Re-selling additional English programmes to existing students
 - Upselling academic programmes to current English language students
 - Ordering of resources for language students
 - Assist in the lecturer assessment process
 - Ensure the student handbook stays up to date
 - Manage and update relevant files and databases
 - Ensure the College maintains accurate records and operates in full compliance with ACELS requirements
 - Co-ordinate meetings
 - Co-ordinate social activities & events
- General Administrative Support
 - Actively engage and support wider college events e.g. graduation, registration etc.
 - Compile reports on request of senior College staff
 - Comply with all Health and Safety protocols in place in GCC to ensure the safety and well-being of our students

The Ideal candidate will also:

- Be highly organised
- Be proficient in Microsoft Office
- Be a self-starter who can work independently
- Have a can-do attitude
- Have a proven ability to meet tight deadlines
- Hold a degree in Business, Marketing or similar area. Candidates with degrees from other disciplines with relevant work experience will also be considered.
- Proven ability to be able to work well in a highly pressurised environment
- Ability to speak French/German/Chinese or Portuguese would be an advantage
- Have experience of working in an international education environment
- Have knowledge of Irish immigration and visa systems
- Be familiar with Quality Assurance and regulatory processes

Notes:

Hours of Work will be from 09.00 – 17.30 Monday to Friday, additional hours may be required from time to time including evening and weekend work.

Salary will be commensurate with experience