



GRIFFITH COLLEGE

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| Job Title: EAP Department Administrator | Reports to: EAP Director of Studies |
| Location: Dublin South | Job Type: Full-time (subject to probation) |
| Typical hours: 37.5 per week Monday to Friday | Holidays: Start at 4 weeks per annum |

Job Summary:

Reporting to the Griffith Institute of Language Manager, the EAP Department Administrator will be responsible for overseeing all of the administrative duties to the highest standard. The administrator will ensure that the department runs smoothly, efficiently and follows regulations set by the College and state authorities.

Job Responsibilities:

- Day to day department administrative duties such as room scheduling, email correspondence, dealing with student queries, updating existing forms, handbooks and documents, liaising with international office, minute meetings, timetabling, ordering POs, filing, creating student cards etc.
- Generating student transcripts and certificates.
- Liaise with admissions and marketing officers on non-standard applicant files.
- Development and management of a customer service ethos ensuring all turnaround times are met.
- Managing the student database ensuring all records are up to date including registrations, exam results and attendance (in line with INIS requirements).
- Implementation of QA & GDPR policy.
- Working within all ACELS, ILEP and INIS standards and policies.
- Additional administrative tasks as delegated by management.
- Any other duties that fall within the employee's capabilities.

Minimum Education/ Experience Requirements:

- Minimum level 8 degree.
- Prior administration experience preferably in an English Language school / educational setting.
- Excellent organisational and administrative skills with focus on attention to detail.
- Ability to work effectively and accurately under pressure.
- Ability to prioritise and meet deadlines.
- Must be legally entitled to work full time or part time (as applicable to the role) in Ireland for any employer.

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.



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Griffith College is an equal opportunities employer. Candidates must be eligible to work full-time or part-time (as applicable to the job) for any employer in Ireland.