

<b>Job Title:</b> Learner Services Officer	<b>Reports to:</b> Head of Academic Administration
<b>Location:</b> Dublin South	<b>Job Type:</b> Permanent  Hours are Monday to Friday 9:00am to 5:30pm/10.00am to 6.30pm. Additional hours may be required in line with the service needs

**Job Summary:**

Working as a part of a team responsible for centralised academic administrative functions and co-ordination of faculty administration systems. This job description is indicative of the tasks anticipated and it is recognised that it would change and evolve over time. It will also vary in light of the college's academic calendar.

**Job Responsibilities:**

• **Assisting Registration**

- Maintaining the accuracy, integrity and security of student records
- Management of online registration schedules in line with academic calendar
- Dealing with day to day registration queries
- Managing the process of changing learner records both, personal and academic

• **Assisting Examinations**

***Submission of Examinations Papers***

- Requesting examination papers from lecturers in a timely manner
- Ensuring lecturers have access to the necessary Information and documentation
- Contacting lecturers regarding late submission of examinations papers
- Formatting and proofing of examination papers in uniformed manner
- Ensuring External Examiners receive papers in a timely manner
- Ensuring feedback is received from External Examiners

***Examinations Sittings***

- Preparation and circulation of examinations timetables
- Liaising with invigilators regarding availability
- Sending details of role/responsibilities to new invigilators
- Booking examinations venues through the college room booking system
- Preparation of examinations venues
- Production of seating plans/examinations attendance sheets
- Copying of examinations papers
- Carrying out QA checking procedures in relation to return of scripts of by Invigilator
- Carrying out QA checking procedures in relation to handover of examinations scripts to programme administrators

***Examinations Board Meetings***

- Production, and copying of examinations broadsheets
- Preparation of conferment lists

- **Assisting Graduation**

- Preparation prior to the ceremonies***

- Checking of parchments
    - Production of statistical data of graduation ceremonies in order to calculate the configuration of future ceremonies.
    - Production of graduation ceremony schedules
    - Sending graduation invitations to graduands.
    - Liaising with faculties regarding prize winners
    - Preparation of graduation booklet
    - Liaising with external suppliers in relation to material required for graduation ceremonies
    - Production of Diploma Supplements

- **At Graduation**

- Work closely with the graduation officer in ensuring that each ceremony is appropriately staffed
  - Work closely with the events team to assist in any queries including health and safety, lost property and supplier issues

- **Assisting Academic Student Records**

- Processing requests for academic records
  - Processing and maintaining of records in relation to collection / posting of parchments to graduates after graduation.
  - Processing requests for academic documents and award verification letters for alumni
  - Processing educational verification requests for external bodies
  - Any other duties that fall within the employee's capabilities

- Minimum Education/ Experience Requirements:**

- Excellent interpersonal and communication skills
  - Good planning and organisation skills
  - The ability to work on own initiative and as part of a team
  - Confidentiality and discretion to a high degree are expected
  - Excellent knowledge of MS Office
  - Experience of working in an administrative function within a third level institution is desirable
  - Experience of working in a customer focused environment is desirable
  - The successful candidate will be required to carry out duties at all times in a highly ethical and professional manner, e.g. accuracy, integrity, confidentiality and timeliness.
  - Must be legally entitled to work full time in Ireland for any employer

- About Griffith College**

Established in 1974, Griffith College is Ireland's largest independent 3rd 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 national and a 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/>

**Why work for Griffith College?**

- Stunning historical premises on 7 acres of land.
- Competitive salary.
- Training and Development opportunities.
- Free parking facilities.

*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. We thank everyone for their applications, however, only candidates selected for interview will be contacted.*