



GRIFFITH COLLEGE

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| <b>Job Title: International student &amp; programme administrator</b> | <b>Reports to: Campus manager, International Office &amp; Institute of Language manager</b> |
| <b>Location: Cork city</b>  | <b>Job Type: Full-time (subject to probation)</b>   |

**Job Summary:**

The administrator will be responsible for overseeing all the administrative duties for programmes within Griffith Institute of Language (both English language and academic), as well as dealing with international students in Griffith College Cork. 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 administration duties such as room scheduling, email correspondence, dealing with student queries, updating existing forms, handbooks and documents, liaising with international office in Griffith College Dublin, minute meetings, assist with social media campaigns etc.
- Manage the English Language application process for the 3 campuses including queries, liaising with MO's & agents, processing bookings and producing letters
- Create and process all letter requests & feedback forms
- Generating student transcripts and certificates
- Organise student accommodation and arrival transfers
- Assist PDs with inductions for international students as well as exam sittings
- 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 financial records, registrations, exam results and attendance (in line with INIS requirements)
- Liaising with immigration re incoming students
- Implementation of QA & GDPR policy
- Working within all ACELS, ILEP and INIS standards and policies
- Additional administrative tasks as delegated by management
- Pastoral care & dealing with student grievances
- Position may require some out of hours work from time to time

**Minimum Education/ Experience Requirements:**

- Minimum level 7-degree, level 8 desirable
- Prior work experience within a similar role would be advantageous
- Excellent Organisational and administrative skills
- Ability to work effectively and accurately under pressure
- Ability to prioritise and meet deadlines
- Ability to speak Portuguese, Spanish or Chinese would be an advantage
- Must be legally entitled to work full time or part time in Ireland for any employer.

*Please note:* This position will involve both on campus and remote working during the pandemic, in line with Public Health advice. The role will be campus-based post COVID-19 pandemic.

*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 or part-time (as applicable to the job) for any employer in Ireland.*