**Course Co-Ordinator, Cork – Job Description**

* Support students’ arrival at Griffith College Cork

o Ensuring all students have suitable accommodation on arrival.

o Organisation of airport transfer

o Preparation and dissemination support letters for students on arrival in Ireland.

o Issue relevant visa documents in support visa renewal

o Preparation and dissemination of student cards

o Coordination of weekly induction and initial level assessment for new English language students

o 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

o Be the first point of contact for all students and provide necessary pastoral support.

o Be available to receive and respond to student feedback

o Management of student records on Scholar and Excel

o Prepare attendance sheets for all EU, NON EU and language students

o Manage attendance control for all EU, NON EU and language students

o Liaise with lead lecturers in all departments as required

o Liaising with international partners/agents when required

o 3rd party accommodation provider payment for all EU, NON EU and Language students

o Replying to students’ queries in a timely courteous manner

* Support the Director of Studies in the day to day management of the language school

o Preparation of certificates for departing students.

o Re-selling additional English programmes to existing students

o Upselling academic programmes to current English language students.

o Ordering of resources for language students.

o Assist in the lecturer assessment process .

o Ensure the student handbook stays up to date

o Manage and update relevant files and databases

o Ensure the College maintains accurate records and operates in full compliance with ACELS requirements

o Co-ordinate meetings

o Co-ordinate social activities & events

* General Administrative Support

o Actively engage and support wider college events e.g. graduation, registration etc.

o Compile reports on request of senior College staff

o 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

Job descriptions are essentially dynamic documents and they should reflect the ongoing changes within particular jobs and departments. Thus, we emphasise that this Job Description is not a static document and is subject to change as the needs of the business demand.