

Job Specification

Department: International Office, Griffith Institute of Language, Griffith College Dublin

Position: Student Services Co-ordinator; Accommodation and Administration

Reporting to: Manager of the International Office and Manager of Griffith Institute of Language

Background

Griffith College, Ireland's premier independent third level institute is looking to fill a Student Services role in its' busy Language Institute at the Dublin Campus.

Working closely with both the Manager of the International Office and the Manager of Griffith Institute of Language, the successful candidate will be part of the international student life cycle within the College.

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

- Excellent organisation skills with a high level of attention to detail.
- Be a competent IT user.
- Have a positive can-do attitude.
- Exceptional verbal and written communication skills.
- The ability to work independently as well as part of a team.
- Experience of administrative work in a dynamic environment.
- The capability to work under pressure and to adapt to last minute change and unpredictability.
- Effective listening skills.
- The ability to prioritise workload.
- The ability to deal with minor accounts i.e. accurate host family payment schedules.
- This role requires a full and clean driving licence as local travel will be necessary.

The job specification below is a guideline list of responsibilities and should not be considered exhaustive.

Main duties:

Accommodation

To regularly recruit new host families to Griffith Colleges' current portfolio of families, as follows:

- Follow up on any families that have contacted the International Office expressing an interest in becoming a host family for incoming students.
- Take responsibility for advertising for families, should there be a shortage.
- Visit and carefully inspect potential host families, taking into account the family environment, preferences and relevance. Following up with a completion of relevant and thorough paper work.
- Keep an accurate database of families, transparent for other members of staff to be able to operate with.
- Retain and re-inspect host families as appropriate, ensuring that a positive relationship with the family is maintained where possible
- Effective matching of international students to families by consideration of preferences and needs.
- Prepare relevant host family information for the student prior to arrival.
- Keep up-to-date records of family availability.
- Be flexible in relation to last minute booking requests.
- Be efficient when booking large groups into host family accommodation and keep the Line Manager updated.
- Book accommodation extensions.
- Deal with any issues related to host family accommodation through consideration of any problem raised, in cooperation with family and students.
- Keep clear records of family information and visits, in line with inspection requirements such as ACELS.
- Record any changes in relation to a student's change of address.
- Run accommodation reports when necessary and inform the Line Manager of all placements and dates at any one time.
- Create and keep up-to-date a host family handbook for both the family and the student.
- Obtain regular feedback from students about families and keep on file, reacting to any that may need to be actioned.
- Create and maintain a host family payment schedule that is accurate and clear. Manage host family payments and other payment schedules as required.

Arrivals

- Arrange individual and group pick-ups through contact with the College driver.
- Inform students, in a timely manner, of any arrival arrangements.
- Provide a weekly arrivals list and provide a copy of this list to Griffith College security every Friday.

Additional Duties

- Provide administrative support to the International Office when required.
- Meet and greet visiting students to the International Office at said times.
- Work closely with the other Student Service Co-ordinator; Admissions and Administration and cover for that person, when required.
- Other ad-hoc duties and project work, as assigned by the Line Manager.

Experience of working within a similar environment would be advantageous but is not essential.

Hours of Work: Monday to Friday - 09:30 to 18:00.

Salary: Commensurate with experience.