**Job Description: Sales & Course Administrator**

**Reports to: Short Courses Manager**

**Key Responsibilities:**

* Exams Administration of Courses
* Liaise with external bodies (e.g. ICM, City & Guilds) in respect of student registration, examinations (organisation and planning), reporting exam results, parchments, presentation ceremony etc.
* Course Administration
* Student Services
* Graduation Ceremonies
* New Course Induction
* Accounts
* Sales & Marketing of Courses
* Sales - achievement of and surpassing, where possible, of department targets
* Attendance at Open Days and External Exhibitions
* Occasional weekend and evening work during intake periods
* Any other reasonable duties assigned by your line manager

**Achieve Departmental Budget**

* Answering incoming enquiry phone calls and email enquiries
* Proactive sales
* Sales flyers/advertising
* Attendance at Exhibitions and Open Evenings
* Monitor competition pricing and courses
* Generate new courses
* Ongoing research in relation to effectiveness of advertising, student support, why applicants did not come to Griffith College etc
* Forwarding prospectuses and other information to prospective students, Human resource managers and other agents of the college
* Promotion and maintenance of specific sections of the external web-site
* Work as a team member in the development of the college prospectus
* Undertaking market research, investigating other courses, attending other institutions open days etc, undertaking surveys with our full-time and part-time students and organising focus groups
* Assisting in other aspects of the Short Courses Department as appropriate including working overtime as required, usually at open evenings, registration, exhibitions and busy periods during the year, (time in lieu will apply for any additional time worked above the 37.5 hours).

**Registration Procedure**

* Follow Registration and Payment procedures including registration of students with external examination bodies
* Process student cards

**Course Administration**

* Generate course schedules, room bookings
* Reminder email sent to delegates regarding start date, room etc
* Be available at start of evening courses to organise completion of course paperwork
* Communicate with students as per procedures
* Order and update of Course Manuals, handbooks, printing
* Follow QA procedures as set out
* Follow examination and assignment procedures as set out

**Accounts**

* Input to Budget

**Exams**

* Ensure submission of two papers per module along with solutions 8 weeks before the examination date.
* Exam rooms need to be booked. Maintenance informed of set up requirements etc.
* Invigilators booked for each exam. All examination paperwork organised – signs, attendance sheets, exam number list, dictionaries, exam writing booklets, exam papers printed with cover sheet
* Component marketing sheets sent to each lecturer for exam and assignments. Lecturers required to send these back to the faculty. CMS imported into scholar once checked against the actual exam script/assignment result by faculty
* Communications processes adhered to
* Repeat examinations organised

**Graduation**

* List all students eligible for graduation and appropriate running order
* Emails sent to all informing them off dates, times etc
* Award winners for best academic achievement for each course decided
* Sponsorship for each course organised
* Diplomas accounted for each student- GCD certificate required if ICM diploma has yet to arrive
* Graduation booklet approved
* Assist at all graduation ceremonies

**The responsibilities of personnel within the Short Courses Department may change over time in line with the needs of the organisation.**