

Admissions and Administration Officer

Department : Griffith Institute of Language

Position : Admissions and Administration Officer

Location: Griffith College Dublin Campus

Reporting to : International Office Manager & Head of Development, Griffith Institute of Language

Griffith College has three campuses in Ireland, located in Cork, Limerick and Dublin with 7,000 full time and part time students. Griffith Institute of Language (GIL), Griffith College's constituent language school, has over 1,500 students attending language courses each year. GIL is an ACELS accredited language school and is a member of MEI.

We are seeking to recruit an Admissions and Administration Officer for GIL.

Admissions and Pre-Arrival

- Developing existing admissions processes for GIL to further increase efficiency and throughput
- Managing this admissions process in respect of all centres; Cork, Dublin and Limerick
- Working with the GIL Administration Support Officer in relation to the admissions process.
- Maintaining contact internally with the International Office Manager and externally with the College's agents and partners to ensure all applications are processed in a timely manner. This will include but is not limited to:
 - o Liaising with students, agents and partners in the pre arrival phase
 - o Ensuring students, agents and partners have essential and accurate information prior to departure from their home country
 - o Developing and continuously updating the pre-arrival information
 - o Developing and implementing a communication schedule to ensure all students, agents and partners receive information in a timely manner prior to arriving on campus.
- Managing the communication flow with agents, partners and students throughout the admissions cycle to fully confirm and secure their enrolment.
- Developing and implementing a system of monitoring of the inflow and outflow of English language students across all three centres to maximise profitability, ensure we do not go over capacity and to create accurate analytics to inform key business decisions, including but not limited to:
 - o Liaising externally with agents/individuals to ensure payments are received and correct
 - o Liaising internally with the Accounts Department to ensure payments are posted correctly to student accounts and sales invoices are raised
 - o Generating reports of same to be provided to the Head of Development of Griffith Institute of Language

Sales and Marketing Support

- Preparing and disseminating information to the College's partner/agent network, in consultation with the GIL Head of Development
- Supporting Marketing Officers in relation to their students' admissions and pre-arrival as required
- Liaising with Marketing Officers and agents to support the business development for GIL

- Taking active responsibility for the conversion of applicants to confirmed students in consultation with the relevant Marketing Officers
- Communicating with partners/agents/new incoming students about key events e.g. induction, start of semester, airport pickups etc.

Post Arrival Support/Pastoral Care

- o In keeping with the culture of Griffith College all staff members are required to provide pastoral support for learners as and when needs require

The Ideal candidate will have the following attributes

- Excellent written and communication skills
- Excellent attention to detail
- Highly organised
- Proficient in Microsoft Office
- A self-starter who can work independently
- Have a can-do attitude
- Have empathy and patience in dealing with students
- Have a proven ability to meet tight deadlines
- Proven ability to be able to work well in a highly pressurised environment
- Strong work ethic
- A third-level qualification is desirable
- Experience in a similar role would be a distinct advantage

Hours of Work

09:30 – 18:00 Monday to Friday. Flexibility to work outside of these hours on occasion is required.

Applications are invited from dynamic, motivated and experienced candidates to join our team to assist in the further expansion of GIL in the EFL market.