



Job Vacancy – Student Advisor

Job Title	Student Advisor	Reports to	Director of Programmes, Ireland
Location	46 Merrion Square, DUBLIN 2	Start Date	As soon as possible

A vacancy has arisen for a full-time student advisor to work for study abroad provider based in Dublin. You will be a member of a small team acting as the initial point of contact for North American study abroad students and will provide them with support throughout their time in Ireland. The position is suited to someone with first class customer service skills and an ability to order competing demands in an organised and professional manner. The post requires previous experience of providing administrative support and assistance within a similar working environment. The role requires someone who can work well with others in a friendly, approachable manner. The candidate should be flexible and open to change and able to meet all deadlines, including during busy periods. The candidate will be a third level university graduate and will have played an active part in campus life while studying at university.

Key Responsibilities

- Provide academic, social and personal support for study abroad students. This involves meeting students on an individual basis in different locations around Ireland, so flexibility and willingness to travel at short notice are essential.
- Organise and deliver a three-day student orientation programme to prepare US students for their Irish university experience.
- Plan and attend student events and cultural weekends including production and distribution of materials, managing attendance and being on call for emergencies during the events.
- Maintain and develop content for the website/social media/blog.
- Coordinate, update and verify calendar information from all relevant Irish Universities.
- Assist the Director of Programmes in the preparation of programme fees.
- Produce Incident Reports when required.
- Provide administrative support, including data input and answering email and telephone enquiries.
- Schedule visitors to the office and organise an itinerary for their trip.
- Record office accounts including monthly expenses and petty cash.
- Check student transcripts for accuracy.
- Share responsibility for 24-hour emergency support coverage.
- Maintain filing and record keeping in line with Data Protection and confidentiality.
- Assume sole responsibility for the running of the office in the temporary absence of other IFSA-Butler staff.

The above list is not exclusive and gives an indication of the main types of activities that you will carry out. These duties will form the main areas of responsibility; however, as a member of the team, these may change and/or develop depending on the needs of the office and/or the need for support services to respond to developments and initiatives. IFSA-Butler reserves the right to reassign staff as appropriate and necessary.

Essential Criteria

- A primary university degree.
- Strong organisational skills and ability to deal with multiple priorities and deadlines.

- Previous experience of providing administrative support and assistance within a similar working environment.
- Excellent interpersonal and communication skills. Accuracy and meticulous attention to detail are essential.
- A naturally friendly, approachable manner with a helpful, flexible attitude to change.
- Full range of computer skills with proven competence in commonly used IT applications including word processing (Word), spreadsheets (Excel), Adobe, Powerpoint and Prezi.
- Good numeracy skills for the purposes of maintaining office accounts.
- Willingness to work with others and to maintain good working relationships.
- Ability to work effectively in a managed team, and on your own with fairly minimal supervision.
- Ability to handle difficult and complex situations.
- Ability to learn quickly and take initiative.
- A strong command of written and spoken English.
- A strong knowledge of university higher education in Ireland.

Desirable

- Relevant experience working with university students within an educational setting.
- Experience or knowledge of the American university system.
- Advanced excel skills.
- Salesforce experience.

Eligibility to Work

IFSA-Butler requires to see original documents establishing right to work in Ireland before start of employment. This is normally carried out at interview.

Working Hours

Office hours are Monday to Friday, 9am to 5pm with an hour break for lunch. Willingness to work outside normal working hours is required.

Salary

Upon application

Application Procedure

Candidates should email a CV and cover letter as two separate attachments, with 'SA post' in the subject line to Maria Keane, Director of Programmes, Ireland mkeane@ifsa-butler.org

You will be notified by email whether you have been shortlisted for interview. Unfortunately, we are not in a position to reply to all candidates.

The closing date for all applications is 5pm (GMT) Friday, 2nd June 2017.

Interviews will take place in the week beginning June 12th.

More information on IFSA-Butler can be found at www.ifsa-butler.org