



Job Title: Academic Administrator (PT)

Location: Dublin Business School (DBS), Castle House, Georges Street, Dublin 2

Working Hours: 18.75 hours per week.
Monday to Friday.
A small number of Saturday shifts at peak time is also a requirement.

Reports to: Head of Academic Operations

Dublin Business School (DBS) is the leading independent third level institution in Ireland and provides a wide range of undergraduate, graduate, executive and professional programmes. The School is part of Kaplan, Inc., a leading international provider of higher education, professional development and lifelong learning programmes.

Benefits at DBS:

- 24 days of annual leave entitlement
- Personal Retirement Saving Accounts (PRSA)
- Life Assurance & Disability
- VHI Group Scheme
- Free places on all internal courses (including online DBX courses) also discounts for family members
- Tax Saver Travel Tickets
- Cycle to Work
- Sports and Social Club
- 2 Volunteering Days
- Employee Assistance Programme

An opportunity has arisen for an **Academic Administrator** reporting to the Head of Academic Operations.

Primary objective:

To provide administration support across the academic operations department, including the Registrar's Office and the Examinations Office, in accordance with the demands of the academic calendar.

The Academic Operations Department is responsible for providing administrative support to staff and students across the various programmes offered in the Schools of Business, Law and Arts within DBS.

The primary focus of this role will be with our ACCA and Professional Diploma programmes.

Role and Responsibilities:

The academic administrator will be deployed across the department in response to demand and will undertake a range of tasks including:

Academic Operations:

- Organise student inductions for all intakes throughout the academic year.
- Manage and monitor student attendance and trends and maintain records of same.
- Ensure that student cards are issued and posted in a timely manner.
- Working with the exams office, schedule CBE (Computer Based Exam) and liaise with invigilator for ACCA all year; publish dates and ensure application form is on website, process applications once received, confirm with students and book rooms for same with Academic Systems Manager.
- Liaise with external bodies (ACCA/CIMA/ICM) as appropriate to register students for exams, prepare files to submit in order to receive exam results.
- Ensure all ACCA students have access to online recourse from Kaplan (MyKaplan) for extra material.
- To be the first point of contact for students on all programme related issues, provide them with information on course related matters, manage responses to student queries and concerns and assist in dealing with complaints received.
- Inform students about room changes during the term.
- Work on the preparation for the graduation - contact prize winners and post-graduation tickets etc.
- Working with the exams office, ensure all parchments are ready for the graduation for DBS and ICM Diplomas. - EXAMS
- Ensure all ICM diploma students are registered with ICM and have a valid membership in order for them to sit the exams.
- Once exam results are released provide all data to ICM.
- Overall provision of administrative support to the Academic Management Team at DBS.
- Liaise with the School Management to ensure the staffing of inductions is complete
- Working with all stakeholders to ensure attendance, meetings, inductions, communications are covered within the department and supporting them with the day to day administration of the programmes.
- Attend meetings where required

Examinations Office:

- Liaise with various internal departments to ensure completion of examinations office responsibilities
- Communication of examinations related material to students throughout the year
- Liaise with lecturers regarding examination papers and results
- Provide day to day operational support to students in respect of awards and assessments
- Provide support to the Examinations Office Manager in relation to reporting and issuing results to Awarding Bodies
- Assist in the preparation of results for the Examination Boards
- Assist in the preparation of assessment results for release on the college website

Registrar's Office:

- Liaise with various internal departments to ensure accurate student data records for the completion of duties and delivery of service
- Ensure accurate and timely registration of all students and efficient collation of associated records
- Ongoing management of student information data entry and accuracy
- Ensure all students are provided with full details pertaining to their programme of study
- Manage communication with students on a range of academic issues and ensure implementation of relevant processes

- Regularly monitoring the student information system
- Support the management and execution of Graduation ceremonies
- Any other duties commensurate with the post as determined from time to time in accordance with business need.

Personnel Specification

The successful candidate will meet the following essential requirements:

- A third level qualification, ideally qualified to honours degree level
- Experienced with MS Office and Google Docs/Sheets
- Experience in a similar role ideally in an education context
- Demonstrable administrative and organisational skills with the ability to prioritise their work and to meet strict deadlines
- Excellent communication skills both verbal and written
- Excellent attention to detail
- Ability to work on their own and also within a team
- Self-motivated with a proven ability to work effectively in a high pressure environment.
- Pro-active, enthusiastic and student-oriented approach
- Ability to work flexibly in accordance with the requirements of the role
- A commitment to the principles of the Kaplan Way

In addition, satisfaction of the following would be desirable:

- Experience of working with management information systems or databases
- Knowledge and experience of working with academic validation requirements
- Proven track record of working effectively within a regulatory framework

All appointments are subject to passing Garda Vetting and providing proof of eligibility to work in Ireland (upon being invited to interview).

To apply please send your CV and cover letter to recruitment@dbs.ie

Closing date for receipt of applications will be **Tuesday 12thSeptember 2017**.

This job description is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected that the job description will be reviewed regularly by the post-holder and their manager.