



PCI College – Job Description

Title: Academic Administrator

Reports to: Head of Counselling & Psychotherapy

Purpose of this role:

The role of the Academic Administrator is to provide administrative support to the Head of Counselling and Psychotherapy, and the Academic Department ensuring that high standards of quality and service are maintained at all times. This role will require close liaison with the Academic Director, Link Tutors, Programme Leaders and Department Heads for the various courses on offer and be a key role in the management of all programme materials, including quality assurance oversight. The role requires a professional, highly motivated and flexible individual who can work well in a fast paced, learner focused environment.

Key Responsibilities:

- Liaise on an ongoing basis with Programme Leaders and Year Heads in developing and maintaining programme quality and management
- Support the lecturing team through training and upskilling knowledge of programme handbooks, policies and procedures across all programmes
- Coordinate and manage programme and module reviews as well as compilation of all programme support materials -orientation information, handbooks, narratives, module materials, etc ensuring quality assurance and copyright compliance
- Monitor and update the College's Student Portal and library sources on an ongoing basis ensuring all relevant programme material and reading lists are available on these systems
- Be key liaison and for all validation events and visits by accrediting bodies
- Assist with ensuring that high academic standards of service are maintained at all times
- Assist with compiling the annual monitoring reports for validating and accrediting bodies in conjunction with the programme teams
- Provide quality assurance oversight to the Head of Counselling & Psychotherapy on academic administrative policies and procedures within PCI College.
- Ensure programme compliance with all validating and accrediting bodies including administrative processes and QA procedures.
- Update and maintain QA documentation and advise on its content ensuring all validating and accrediting bodies requirements are met
- Assist and guide College faculty and partner institutions, as they develop new programmes and/or revalidate existing programmes in line with best practice within the profession.
- Manage and organise all meetings essential to the running of the academic department including minute taking and agenda management

- Support PCI College at busy time of the academic year including venue visits, orientations and graduation
- Deliver induction sessions for Programme Leaders ensuring a standardised approach is used across all programmes for assessment and management of programmes
- Develop strong working relationships with internal departments, students and other external stakeholders.
- Maintain and update student CRM records with a keen attention to detail
- Participate in training and development as may be required for the role and responsibilities
- Ensure GDPR and Copyright regulations are followed at all times

This is not an exhaustive list and is subject to review on a regular basis

Work Experience:

Essential

Third level qualification

A minimum of 1-2 years administrative experience

Exceptional IT Skills (Microsoft Office packages, CRM Dynamics, SharePoint and knowledge of cloud-based services)

Good research and editing skills

Good organisation skills and an ability to prioritise and multitask

Have excellent interpersonal, written, and verbal communication skills

Uphold a high standard of educational quality

Desirable

Experience of working in administrative capacity in a third level institution

Experience of dealing with professional and accrediting bodies, e.g. QQI

Project Management experience

Hours: 37.5 Hours a week, Monday to Friday 9.00am to 5.30pm