

## Overview of the Programme Advisory Office

*The Programme Advisory Office is available to assist and advise undergraduate students, including incoming first year students, with programme related decisions they may be unsure about before and during the registration period. The Programme Advisory Office acts as a guide to students as they navigate their own way through their programme options. The Programme Advisory Office consists of the Programme Advisor, Caitriona McGrattan, who is supported by a team of PG students during peak times.*

*Incoming first year students will be briefed by the Programme Advisor during Orientation about the programme choices they will be asked to make during their academic journey at Maynooth University. The Programme Advisory Team will also be available in person to answer any follow up questions students may have before registering: details of times and location are available on the PAO website. Continuing second year students may also avail of the service if they are unsure about their programme options for example if have any questions about the difference in major/minor pathways or whether or not to choose to take an Elective.*

Please see our website for more information on the service we provide: [www.maynoothuniversity.ie/programme-advisory-office](http://www.maynoothuniversity.ie/programme-advisory-office)

## Programme Advisory Team duties include:

- To deliver a one-to-one information service to 1st and 2nd year undergraduate students on their programme choices and pathways.
- To answer programme choice related questions from via phone, email and social media channels
- To compile FAQs on 1st year subject choices and 2nd year Elective options and pathways for the PAO website
- To provide support and information to students transitioning into third level and transitioning into a new academic year e.g. helping new students negotiate University terminology and systems/processes.
- To promote the Programme Advisory Office to students and staff, including delivering presentations and creating promotional/informative videos.

## Role requirements:

- Registered PG student [essential]
- Available to work full days between September 11th – September 22nd, 2017 [essential]
- Previous student-focused/customer service experience [desirable]
- Knowledge of the UG curriculum [desirable]

**Rate of Pay:** €12.26 per hour

## How to apply:

Please send a short CV and cover letter highlighting in particular any student-focused/customer service experience you may have to [programme.choices@mu.ie](mailto:programme.choices@mu.ie) by 5pm on **Friday, August 18th**. Please include 'Programme Advisory Team Application' as the subject.

For queries related to this role please email the Programme Advisor, Caitriona McGrattan, on [caitriona.mcgrattan@mu.ie](mailto:caitriona.mcgrattan@mu.ie) or phone: 01 474 7428.