

Programme Advisory Team Member Job Description - Programme Advisory Office

We are looking to recruit eight new members to the Programme Advisory Team for AY 2019/20.

Programme Advisory Team Member Duties:

Members of the Programme Advisory Team deliver an information service to 1st & 2nd year undergraduate students on their programme choices and pathways. Reporting to the Programme Advisory Officer, they 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 processes including the timetable and registration systems. The Programme Advisory Team is divided in three sub-teams; the duties for each sub-team include:

Call Centre: To answer programme choice related questions from via phone, email, ASK (instant messaging system) and on social media. To liaise with Academic Departments, Student Records and Timetabling on student queries.

Drop In: To answer programme choice related and general student questions on a one-to-one basis in our Rowan House Drop In Centre or at one of pop up locations on campus during the start of semester. To maintain records of student interactions.

Outreach: To promote the Programme Advisory Office to students and staff, including delivering presentations and creating promotional/informative videos.

The Programme Advisory Team is most active during the first six weeks of semester one – team members are required to be specifically available in September. There are also a number of other times during the academic year when the team work including: Open Days, at the start of semester two, and for Programme Advisory and Office of the Dean of Teaching & Learning events throughout the year.

Role requirements:

- Registered MU Post Graduate student [essential]
- Available to work full days between September 9th – September 27th, 2019 [essential]
- Previous student-focused/customer service experience [desirable]
- Knowledge of the Undergraduate 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 by 5pm on **Monday, August 19th**. Please include in your application which sub-team(s) you would most like to work in. Full training on the curriculum and role will be provided during the week beginning September 2nd 2019.

For queries related to this role please email the Programme Advisor, Caitriona McGrattan, on caitrona.mcgrattan@mu.ie.