



Job Description

Job Title:	Programme Officer
Direct supervisor:	Resident Director, Dublin
Department:	FIE Dublin
Supervisees:	Residence Life Supervisors, Dublin
Location:	FIE Dublin Office, The Liberties, Dublin

Role Overview

The Programme Officer is responsible for ensuring a high-quality, well-rounded experience for students by coordinating all aspects of their academic, residential, and extracurricular journey. The role combines student support, leadership, and operational management, with key responsibilities in orientation, cultural programming, housing, internships, and welfare support.

A central element of the role is supervising the Residence Life Supervisors, guiding staff performance and engagement, managing student conduct and welfare, and liaising with housing providers to maintain safe, supportive accommodation. The Programme Officer also plays a hands-on role in residence life, including responding to urgent housing or welfare matters, which may occasionally require work outside of office hours.

As a link between students, staff, and external partners, the Programme Officer fosters an inclusive, safe, and engaging environment that reflects FIE's values of sustainability, diversity, inclusivity, and social responsibility.

Key Responsibilities:

- Serve as a primary point of contact for students before, during, and after their programme
- Provide guidance and support to students on personal, academic, and practical concerns, referring to appropriate resources where needed
- Assist students in crisis situations, including participating in out-of-hours support as part of the wider FIE team
- Organise and deliver student life events, orientations, and extracurricular activities, embedding FIE's values throughout
- Manage logistics for student programming, including booking venues, scheduling, arranging transport, and ensuring effective communication
- Capture programme content for reporting and marketing purposes
- Support the Resident Director in housing planning and delivery
- Supervise and lead the Residence Life team across housing sites, including staff recruitment, training, performance management, and regular meetings
- Respond promptly to housing and student conduct issues, ensuring a safe and supportive living environment
- Liaise with housing providers to address maintenance, welfare, and safety matters
- Contribute to the internship placement process by building relationships with organisations, conducting research and site visits, and supporting students through placement procedures
- Liaise with partners and the wider FIE team on health and safety, housing, programme administration, and student life initiatives
- Manage and maintain departmental records, ensuring efficient systems, policies, and communications
- Contribute to the ongoing improvement of administrative processes, student support strategies, and programme delivery
- Undertake other responsibilities relevant to the role as required



Skills and Qualifications Required

- Undergraduate degree or equivalent
- Experience working in higher education, student support, or a related academic environment
- Supervisory or team leadership experience, ideally supporting student-facing staff
- Knowledge of Dublin, Irish culture, and the wider local context
- Strong interpersonal, communication, and presentation skills, with the ability to build positive relationships with students, staff, and external partners
- Proven ability to prioritise workload, meet deadlines, and manage multiple tasks effectively
- Flexible approach to working hours, including occasional evenings/weekends and participation in an on-call support rota
- Ability to work independently as well as collaboratively within a team
- Experience in event planning, programme delivery, or coordinating extracurricular activities
- Strong organisational and logistical skills, including experience following and implementing operational processes