



ACADEMIC BRIDGE LIMITED



#WPEP-2421165



ACADEMIC BRIDGE, 33 Gardiner Place,
Dublin 1, D01 W625



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



22/11/2025



17/01/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Assistant Receptionist - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

As an Assistant Receptionist with Academic Bridge Ltd, the Participant will gain hands-on experience in a professional education-focused environment supervised by the experience receptionist all the time. This work experience placement will introduce the Participant to a broad range of administrative and reception duties, including welcoming visitors, assisting students, managing phone and email enquiries, maintaining records, and supporting day-to-day office operations.

The Participant will learn practical office skills, develop strong communication abilities, and gain confidence working within a supportive team. Full training, supervision, and mentoring will be provided, ensuring the Participant can build valuable workplace experience that enhances their future employability. No previous experience is required.

Role Description

The Participant will receive structured and fully supervised training to develop a broad range of administrative, reception, and professional skills. Training will include reception and front-desk procedures such as welcoming visitors, assisting students, managing enquiries, maintaining a professional reception area, and following visitor logging and confidentiality procedures.

The Participant will be trained in customer service and communication skills, including professional interaction in person, by phone, and by email. They will learn active listening, clear written communication, appropriate tone, and how to manage queries effectively while recognising when to seek guidance from a supervisor.

Training in office administration will include document organisation, filing, photocopying, scanning, preparing materials, and maintaining basic records. The Participant will also learn to use standard office software for word processing, spreadsheets, email management, and digital filing. Supervised

exposure to internal office systems may also be provided.

The Participant will receive training in time management and organisational skills, including task prioritisation, following schedules, using checklists, and managing daily routines. Support will be provided to help them remain organised during busy periods.

Health and safety, data protection, GDPR awareness, and confidentiality training will also be provided to ensure safe and responsible handling of workplace information.

Throughout the placement, the Participant will be supported by a dedicated mentor who will provide coaching, guidance, and regular feedback. The placement is designed to build confidence, develop transferable skills, and enhance the Participant's potential to secure future employment in administrative or customer-facing roles.

Training plan: Total 60 hours.

40 Hours on the job training:

#Front office greetings and email correspondence.

#Student management system operate and query management.

Health and safety training.

#GDPR training.

#Manual Handling training.

#Internal communication.

20 Hours Training:

Front office management from Alioson or coursera platform

GDPR training

#Health and Safety Training

- **Sector:** education

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0