



Portobello Institute



#JOB-2440460



THE PORTOBELLO INSTITUTE, 43 Dominick

St Lwr, Dublin 1, D01 XD86



No of positions : 1



Paid Position



39 hours per week



38000.00 Euro Annually



27/03/2026



24/04/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : theresa.murphy@portobelloinstitute.com



Open your camera app & point here to view this ad online



Admissions Systems Support Specialist

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

About the Role

As an Admissions Systems Support Specialist with Portobello Institute, your role is central to ensuring the smooth, accurate, and compliant processing of student applications. You will support prospective students who have begun their application journey by guiding them through documentation, system requirements, process steps, and any technical guidance they need to progress to enrolment.

A significant part of this role involves managing and maintaining the digital systems that underpin the admissions process, ensuring data accuracy, workflow consistency, and timely progression of applicants across multiple platforms.

You will report to the Admissions Manager and work closely with Career Path Consultants, Course Tutors, Student Administrators, and university partners to ensure the right person is enrolled on the right course.

This is a role for someone with proven experience in the Irish Higher Education sector, admissions systems, CRM management, and digital workflow oversight, who enjoys helping students navigate processes with clarity, empathy, and precision.

What You Will Do

Systems Management & Data Accuracy

- Manage admissions workflows across Classter and HubSpot with high accuracy and consistency.
- Monitor application progress within both systems and ensure all required steps are completed.
- Maintain, update, and audit student records, ensuring data is accurate, complete, and compliant with institutional and university partner standards.
- Identify system errors, data inconsistencies, or workflow issues and resolve them quickly.
- Generate system based reports to give visibility on applicant progression, application volumes, and pipeline status.
- Support the optimisation of admissions workflows by flagging recurring system issues or process gaps.

Applicant Support & Process Guidance

- Communicate with applicants by email, phone, and virtual meetings to guide them through each stage of the application process.
- Provide clear instructions regarding documentation, programme requirements, deadlines, and system steps.
- Coordinate reassurance requests with academic teams and current students where required.
- Ensure applicants receive the right information at the right time, enabling timely course enrolment.

Cross Team Coordination

Work closely with:

- Career Path Consultants – to ensure a smooth handover from enquiry to application.
- Tutors and academic staff – to provide tailored reassurance and programme insight to applicants.
- Student Administration – ensuring completed applications transition seamlessly to enrolment and onboarding.
- University partners – ensuring documentation meets required standards.

Reporting, Analysis & Forecasting

- Produce accurate forecasts of likely enrolments based on system data and applicant engagement trends.
- Report on application progression, bottlenecks, data risks, and system level issues.
- Use evidence based insights to support admissions targets and reduce misaligned application
- This vacancy is suitable for Remote/Blended working
- **Sector:** education

Career Level

- Experienced [Non-Managerial]