Registry Senior Co-Ordinator - Professional 3
The Registry
Fixed Term Contract (up to 1 year)

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the department

The Registry is a busy and dynamic office environment with responsibility for the management and delivery of academic administration services to the University community. The primary areas of responsibility include student admission and enrolment; student fee administration; curriculum and student records; and University examinations and awards. The University's room booking function also form part of Registry services. Registry operates two Information Services Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. Registry is currently structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry.

Student Information System Programme

As part of the DCU Strategy, the University has committed to a number of projects that will transform student and staff interactions and university operations. This multi-year programme will enable new and improved ways of working that will enhance the staff and student experience. The Student Information System (SIS) is at the centre of the university's administrative operations and it facilitates the management of key processes and data. The first step and one of the most critical enablers of achieving DCU ambitions is the implementation of a flexible and robust SIS. This programme of work has now commenced. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

Role Profile

Registry is now recruiting for Registry Senior Co-ordinator Professional 3 posts.   The post holder will be primarily located on the Glasnevin campus, but may be required to move between any of the DCU campuses.   The overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities. The information below provides an indication of the type of duties that may be associated with any of the posts. The post holder may be responsible for some or multiple elements of the student lifecycle. Indicative duties may change over time.

Principle Duties and Responsibilities

 The duties and responsibilities of the position include, but are not restricted to, the following:

- Administrative work to include using the University Student Information System (SIS) for inputting, updating and retrieving student information.
- Delivery of project responsibilities for areas of the student lifecycle processes such as undergraduate and postgraduate admissions, examinations, progression, registration, Garda vetting, room bookings and awards.
- Liaising with all relevant stakeholders, both internal and external to the Registry and the university regarding requirements for these processes, including academic and faculty administrative colleagues, Student Support & Development, ISS, Estates, etc.
- Responsibility for key elements of these processes eg invigilator scheduling, applications review, processing of applications and Garda vetting documentation, checking and updating student records, checking and updating curriculum records, set up of online examinations, student ID audits, archiving of examination results, university room bookings, etc.
- Supporting key elements of these processes through interacting with many related systems, including CAO, DCU Student Application Portal, Digitary, Zylab,
- Extraction and manipulation of data from the SIS for checking and analysis, using database reporting tools;
- Operation of the university finance system Agresso, and co-ordinating purchasing procedures for the team/department as required
- Delivery of process training for external support staff as part of key student lifecycle processes (eg invigilators, registration support etc.)
- Acting as Secretary for Board meetings, including collation of documentation, document control procedures and live updating of student records

- Production, checking and issuing of formal University documentation to students, including resolving historical records queries in relation to this documentation
- Updating and ensuring relevant information on the DCU website (prospectus/registration schedules) and the Registry website is accurate and up to date.
- Supervision of the day-to-day services to students and staff at the Registry Information Services areas. This may also include supervising staff rotas and workload at different times during the year.
- Providing assistance to enquirers to the Registry, including answering queries by phone, email and face-to-face;
- Drafting and maintaining standard operating procedures and training manuals;
- Designing, implementing and review of office systems to provide efficient administrative supports;
- Engaging in Registry and University quality enhancement initiatives, reviewing processes, standard operating procedures and other process documentation.
- Participation in the development and delivery of Registry training programmes;
- Representation on working groups on behalf of the Registry, including secretarial assistance to these groups as required;
- Bringing to the attention of senior Registry staff issues that affect the operational, efficiency or developmental potential of the Registry.

Duties and responsibilities may change over time and other duties may be assigned by the Director of Registry or his/her nominee.

Qualifications, Skills and Experience

Candidates must hold a leaving certificate or equivalent, a recognised secretarial/office administration course or equivalent and five years' relevant experience, preferably in a third level environment.

In addition, the ideal candidate will have:

- Strong organisation and administration skills;
- Proven high-level IT skills; including experience working with large complex systems;
- The ability to meet deadlines and work in a diverse and busy environment;
- Excellent communication skills and people skills;
- Excellent customer service skills;
- Flexibility in approach to workload;
- The ability to be accountable for his/her own work;
- A proven record in teamwork.

Minimum Internal Service Criteria
Please note that internal service criteria will apply.

Additional Information

A Registry Senior Coordinator panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Registry Senior Coordinator role which arises in the future. This panel will expire six months following the date of interview for this competition.

Essential Training

Post holder will be required to undertake the following mandatory training: Orientation, GDPR, Research Integrity and Compliance. Other training may need to be undertaken when required.