**JOB DESCRIPTION**

**Senior Administrative Assistant (Grade V)**
**Registry**
**Two Year Fixed Term Contract**

**Dublin City University**

Dublin City University (www.DCU.ie) is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.  DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

**Overview of the department**

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; curriculum and student records; and University examinations and graduation.  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.  Full details on the organisation structure of the Registry, including its responsibilities can be found at http://www.dcu.ie/registry/index.shtml

**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 is a multi-year programme that 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 looking to recruit a Senior Administrative Assistant (Grade V). The person will be primarily located on the Glasnevin campus, but may be required to work on any DCU campus. The post of Senior Administrative Assistant aims to provide professional and comprehensive administrative services in a range of areas and activities. The post holder will contribute to the primary areas of activity of the Registry, including admissions, international assessments, registration, publications and Registry information services. The duties of the successful candidate may change over time in line with ongoing developments within Registry, the University and nationally.

**Duties and responsibilities include, but are not confined to the following:**

- Supporting Registry management in providing leadership to teams across various projects in Registry.
- Project manage significant Registry student lifecycle projects e.g. postgraduate admissions and admissions to foundation programmes to include assessment of international qualifications and institutions, offer decisions and informing applicants of decisions.
- Responsibility for the completion of an assessment of fee status for relevant undergraduate and postgraduate students and the assessment of residency for fee purposes.
- Supervise and engage with the timely processing of applications through the lifecycle from application to registration.  Oversight of the offer process to eligible applicants and the transition of applications through the various stages of the process to ensure a positive student experience.
- Overall responsibility for the production and distribution of regular reports on offers made to international applicants to relevant Government Bodies and Agencies.
- Line management of designated staff and ensuring effective allocation of workload across the team and across campuses.  Approval and co-ordination of leave arrangements for designated staff.
- Liaise closely with faculties to set assessment criteria for all postgraduate programmes.
- Manage and reply to queries from applicants and other stakeholders during the application process.
- Ensure effective engagement and communication with the International Student Recruitment team.
- Plan and ensure all relevant programme information is set-up and accurate on the student application system and the DCU website e.g. approved entry requirements, opening and closing dates for applications.

- Provide training for team members on various Registry systems and processes and draft training guides and standard operating procedures for team members.
- Develop standard processes for all existing and new postgraduate application entry routes.  Project manage the implementation of any new processes with relevant stakeholders
- Engage in Registry and University quality enhancement initiatives. Review and analyse current processes to identify the optimum centralised processes, ensuring maximum efficiency.  Explore the capabilities of existing technologies with relevant DCU colleagues to ensure all potential capabilities are in use.  Lead on the implementation of agreed quality enhancement initiatives.
- Regular and close liaison with the Student Recruitment team about the recruitment strategy for both national and international postgraduate students.
- Manipulation, extraction and analysis of data from Registry systems.
- Contribute to the development of the new Student Information System (SIS) and other systems to meet future needs of stakeholders.
- Maintain effective liaison with Faculties, Finance, Academic Systems, Information Systems and Services and Student Support and Development.  Ensure opportunities are provided to stakeholders to meet or give feedback on key student life cycle projects.
- Regular reporting to Registry line managers in relation to progress and any risk/challenges to operations
- Represent the Registry on Working Groups/ Committees (internal and external), at Open Days, Open evenings and guidance counsellor events.
- Provide management assistance and deputising when required for members of the Registry management team.

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

**Qualifications and Experience**

**Minimum Internal Service Criteria**

Please note that the internal service criteria will apply. Where applicable staff will normally have successfully completed their probationary period in order to apply.

**In addition, the ideal candidate will have:**

- Demonstrated relevant administration experience, preferably in a higher education environment
- Proven ability to lead a team at various grades
- Experience of managing projects and operations
- The ability to meet and adhere to strict deadlines, prioritise and multi task
- Proven experience of working with IT systems to include large databases and data manipulation
- Competency in the use of, and contribution to the development of, computerised systems
- Excellent presentation skills to include experience of presentation and delivery of training to diverse groups
- Strong interpersonal skills and an ability to build and maintain excellent working relationships

- Excellent organisational and administrative skills, including attention to detail and report writing
- Experience of managing meetings

**Essential Training**

The post holder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

**Additional Information**

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