Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century. DCU is Ireland’s fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick’s Campus and DCU All Hallows campus.

DCU Registry is a demanding and active office environment with responsibility for the management and delivery of academic administration to the University community which includes student admissions, registration, records, examinations and graduation. The University’s room booking function also forms part of Registry services. Registry operates two Information Services Desks for students; one at the Glasnevin campus and one at the St Patrick’s campus. Registry is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisational structure of the Registry, including its responsibilities, can be found at http://www.dcu.ie/registry/index.shtml

**Duties and Responsibilities**

The post holder will be primarily located at the DCU Glasnevin campus, but may be required to move between and work from any of the DCU campuses, at certain times of the year. The responsibilities of the post holder may change over time, in line with the needs of Registry and the wider University. Duties associated with the post include the following:

- Provision of a comprehensive administration service for Registry-based activities e.g. Admissions, Registration, Programme Academic Structures.
- Support to the Enrolment and Admissions Manager on admissions related activities to include –
  - Responding to admission related queries
  - Assessment and processing of applications through the Central Applications Office (CAO), Postgraduate Applications Centre (PAC) and direct application
  - Assessment of international student qualifications
  - Ensuring the timely collation of assessment data i.e. interview outcomes, test results
  - Stakeholder training on admissions related systems and processes
  - Ensuring published data is accurate e.g. prospectus, web pages
Liaising with colleagues in other DCU units e.g. Information System & Services, Finance, Student Support & Development

Attendance at admissions events i.e. open days, open evenings, orientation events
Representing Registry and the Student Enrolment Manager on relevant working groups.

- Progression and resolution, on an ongoing basis, of issues and queries relating to student admissions/registration queries, including contribution to the development of the student database and other systems to meet future needs of stakeholders.
- Maintenance of data associated with the admissions, registration and customer service functions.
- Manipulation and extraction of data from key systems to include CAO, PAC, ITS, Salesforce and SUSI. Generation of reports and analysis of data.
- Provision of Customer Service support to enquirers to the Registry, including answering queries from staff, students, prospective students and parents. Queries are dealt with through face to face contact at the Registry public information desks, by telephone, by email and letters.
- Work with senior colleagues to ensure a high level of customer service provision across two campuses.
- Provide training to current and new team members.
- Development and review of standard operating procedures and processes for specific activities relating to the enrolment team.
- Design, implementation and review of administrative processes in response to changing requirements and University developments.

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

**Experience and Qualifications:**

Applicants must hold a primary degree and have a proven track record in administration in a complex or large-scale organisation, preferably in a higher education environment, for a minimum of five years.

Applications from candidates who have a demonstrable track record in effectively administering multifaceted processes and operations, and/or who have participated in company- or institution-wide projects would be particularly welcome.

**The Key Competencies for this post are as follows:**

**IT Skills:** Shows evidence of competency in the use of a wide variety of computerised systems. Experience of working with large complex databases and collation of data from various sources into report format. Proven ability to learn new systems.

**Personal Effectiveness/Organisation Skills:** Excellent organisational and administrative skills. Demonstrable track record in effectively administering multifaceted processes, and participating in company- or institution-wide projects. Ability to multitask, prioritise tasks and work to deadlines. Evidence of flexibility and adaptability. Interest in taking on new learning opportunities and open to review, improve and develop systems and processes.
**Problem solving/Decision making/Communication Skills:** Capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making. Actively listens and communicates in a clear manner. Can communicate the demands of the task at hand to relevant stakeholders in an engaging and convincing manner, in order to progress a project effectively.

**Building and maintaining relationships:** Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the department. Willingness to engage with stakeholders and seek feedback on services and/or process improvements. Takes a focused approach to developing relationships. Experience of working successfully in a team environment.

**Salary Scale:** €35,321 - €52,791* (Admin Assistant Grade IV)

*Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Secretary II salary scale in line with current Government pay policy.

**Closing date:** 18th January 2019

**Application Procedure**

Application forms are available from the DCU Current Vacancies (open Competitions) website at http://www.dcu.ie/vacancies/current.shtml and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 700 5149.

*Please clearly state the role that you are applying for, including the job reference, in your application and email subject line; Ref 1092 Registry Administrative Assistant – Grade IV*

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, Dublin 9

**Dublin City University is an equal opportunities employer**