Student Support Officer – Outreach and Engagement
Student Support & Development
Administrative Assistant (Grade IV)
Permanent

Student Support & Development (SS&D) provides professional, academic and personal support and development opportunities to students in DCU and is a busy and diverse Unit which includes the Student Advice Centre, the Careers Unit, Counselling & Personal Development, the INTRA work placement office, Student Learning, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter Faith Centre. Further information on SS&D can be found at: http://www.dcu.ie/students/index.shtml.

SS&D is currently seeking a Student Support Officer, with a particular focus on outreach and engagement. While the role will be positioned mainly on the St. Patrick’s campus, movement will be required across all campuses of the University from time to time.

The Role:
We are currently seeking a Student Support Officer who will be responsible for working within the structure of the Student Advice Centre, offering a walk-in and appointment-based service to students seeking advice on academic, professional development or personal issues. The post holder will be part of a larger cross-campus team and will be expected to work across the three DCU campuses and in collaboration with colleagues in different departments in SS&D and across the University. The successful candidate will also be responsible for coordinating daily activities in the Student Advice Centre on the St Patrick’s Campus.

Applicants must have a relevant degree or equivalent and at least 5 years’ work experience in a front-facing, university support environment. The successful candidate will have a strong student focus, excellent IT, organisational, coordination and communication skills, be flexible and adaptable, demonstrate initiative and possess a real understanding of the role of Student Support & Development in an educational institution. Confidentiality is essential to this and all roles in SS&D.

Due to the changing nature of the University, it is inevitable that developments will take place that may affect administrative/support functions and this post will develop in line with the changing requirements of the student body and the University.
Duties will include the following:-

- Coordinate the Student Advice Centre unit operations, assisting with upkeep of manuals and SOPs, statistics gathering, budgeting and purchasing activities on Agresso.
- Update the Student Advice Centre website on a regular basis using Drupal and assist with the updating of other resources developed by SS&D.
- Provide advice and interventions via email, phone, drop-ins, appointments and outreach sessions.
- Oversee the central student support email account, triaging queries in a timely and efficient manner to professionals or other University staff where necessary.
- Meet with students seeking advice/guidance on matters including academic, personal and financial issues.
- Liaise with relevant staff across the University to create awareness of the service provided and work closely with Academic and Professional Services units across the University to support students engaged in cross-campus study.
- Promote student engagement with development opportunities including Leadership and Life Skills Centre activities, the DCU Engagement Award, and other SS&D led initiatives offered across the campuses.
- Coordinate the Orientation programme of activities for all incoming students, working collaboratively with colleagues across the University to enhance the quality of the programme and the student experience.
- Provide pro-active support to First Year students, and in particular those who are in need of assistance with settling into university life or those ‘at risk’ of non-progression.
- Represent the University at fairs and events.

To engage in any other activities as deemed appropriate by the Director / Deputy Director of Student Support & Development and Senior Student Support Officer.

Qualifications:

**Essential:**
The successful candidate will have:

- A relevant degree or equivalent
- At least 5 years’ experience working in a front-facing university support environment, dealing predominantly with students
- Have worked closely with a range of students in a support and/or development capacity and have a keen understanding of the challenges facing student.
- A track record of working in an area which requires confidentiality and discretion
- A track record of building and maintaining strong relationships across different area
- Excellent communication and coordination skills
- Excellent IT skills, including a working knowledge of Agresso, Drupal, CRM and Excel
The successful applicant will

- Have an awareness and understanding of national developments that may affect the daily lives of the students, e.g. changes in the budget that can affect fees, funding, financial assistance, etc.
- Collaborate with colleagues across the University to support the development, progression and ongoing needs of students and in particular those engaged in cross-campus study
- Have an awareness of university policies and procedures that may be relevant to the students directly
- Be prepared to deliver outreach activities, such as workshops and other initiatives, to further student development

The competencies required for this post are:

1. **Building & Maintaining Relationships**
   Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU

2. **Communication**
   Communicates in a clear manner and actively listens and engages to gain understanding. Uses a variety of communication methods in a professional way and appropriate to the audience.

3. **Problem solving and Decision-Making**
   Is capable of analysing and interpreting information to identify key issues when solving problems. Knows when to consult with others to inform decision-making.

4. **Team working**
   Working together in a supportive manner to share tasks and information. Shows respect for the contribution of others. Will respond positively within the team, to the need for change.

**Salary**: *€35,321 - €52,791*

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

**Closing Date**: 11th February 2019

**Informal Enquiries:**
Informal enquiries may be addressed to Ms Annabelle Stover Deputy Director of Student Support and Development, Dublin City University, Dublin 9, Ireland. Email: annabella.stover@dcu.ie

*Please do not send applications to this email address, instead apply as described below.*
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 7005149; Fax +353 (0) 7005500 Email: hr.applications@dcu.ie. Along with the application form, please submit a CV and cover letter. Please clearly state the role that you are applying for in your application and email subject line: Job Reference #1120 Student Support Officer, Student Support & Development.

Applications should be submitted by e-mail to hr.applications@dcu.ie or by fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, Dublin 9, Ireland, D09W6Y4.

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