



Dublin City University
Registry Senior Co-ordinator – Grade III

11 Month Fixed Term Contract

The Registry is a demanding and dynamic office environment with responsibility for the management and delivery of academic administration services to the University community which include student admissions, registration, records, examinations and graduation. The University's room booking function also forms part of Registry operations. Registry manages two Information Services Reception Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. These services include a direct telephone line and dedicated email for all students. 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 <https://www.dcu.ie/registry/index.shtml>

The successful candidate will be responsible for the provision of high quality administrative support while assisting with the co-ordination and delivery of core Registry activities. It is expected that the successful candidate will be required to work across both campuses at certain times of the year. The information below provides an indication of the type of duties associated with the post. Indicative duties can change over time.

Indicative duties associated with the post include the following:

- Administration work to include using the University student record system for inputting and retrieving student information.
- Supervising the delivery of day-to-day services to students and staff at the Registry Information Services areas when required. This may also include supervising staff rotas and workload at different times during the year.
- Providing customer service support to enquirers to the Registry including answering queries from students, staff, parents of students and prospective students. These

queries may be dealt with through face-to-face contact, telephone calls, email correspondence and letters.

- Supporting admissions for postgraduate and undergraduate programmes. Liaising with students, external stakeholders and internal faculties and units on admission queries and other related queries that may arise.
- Contributing to the setting-up of academic structure information for additional programmes on the University student record system.
- Providing assistance with drafting and publishing registration schedules for undergraduate or postgraduate programmes.
- Assisting with preparations for the annual student registration event.
- Working as part of the registration student support team during the annual registration event.
- Liaising with administrative and academic colleagues in faculties and colleagues in other units (e.g. Finance, ISS, Student Support and Development, International Office).
- Assisting as required with processing Garda Vetting documentation and other related activities.
- General administrative duties e.g. filing, drafting letters, taking minutes of meetings, making and receiving phone calls and room bookings.
- Drafting and maintaining standard operating procedures and training manuals.
- Any other duties that may be assigned from time to time by the Director of Registry or her nominee.

Experience and Qualifications:

Applicants must hold a Leaving Certificate or equivalent, a recognised Office Administration Course / Secretarial Course and a minimum of five years relevant office experience.

The Successful Candidate should have:

- Excellent customer service skills.
- Excellent communication skills and people skills.
- Proven high level IT skills; including experience working with large complex systems.
- Strong organisational and administration skills.
- The ability to meet deadlines and work in a diverse and busy environment.

- Flexibility in approach to workload.
- The ability to take responsibility for one's own workload.
- A proven record in teamwork.

The competencies required for this post are:

Communication: Communicates in a clear manner and actively listens and engages to gain understanding.

Knowledge of IT Systems & Excellent IT skills: Shows a willingness to engage with processes and technology.

Building & Maintaining Relationships: Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation.

Team Working: Works well with colleagues in a supportive manner to share tasks and information. Shows respect for the contribution of others. Demonstrates a “can do” attitude and is flexible in their approach.

Salary Scale: €33,361 - €42,556* (Grade III)

**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: 26th February 2019

Application Procedure

Application forms are available from the DCU Current Vacancies 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](tel:+353017005149).

Please clearly state the role that you are applying for in your application and email subject line: Job Ref: # 1146 DCU Registry Senior Co-ordinator – Grade III

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: [+353 \(0\)1 7005500](tel:+353017005500) or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: Insert hr.applications@dcu.ie

Dublin City University is an equal opportunities employer