



**Registry**  
**Administrative Assistant – Grade IV**  
**Permanent**

## **Introduction**

Dublin City University ([www.dcu.ie](http://www.dcu.ie)) is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. 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**

The Registry is a busy and dynamic office environment with responsibility for the management and delivery of services to the University community which include student admissions, registration, records, 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 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>

## **Administrative Assistant Role**

Registry is seeking to recruit an administrative assistant. The individual will be primarily located on the Glasnevin campus but may be required to move between any of the DCU campuses. This post will provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities across multiple campuses. The information below provides an indication of the type of duties associated with the post. Indicative duties may change over time.

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

- Examinations support to include, preparation of the University examination timetable, co-ordination of examinations processes and procedures.
- Project management of three annual examination sessions
- Supervision of staff and allocation of project workloads

- Oversight of the recruitment and deployment of temporary examinations staff, including conducting a needs-based analysis of requirements and making recommendations on allocation of roles.
- Liaison with the University Disability and Learning Support Office to review allocation and usage of examination accommodations.
- Administrative support to other team based Registry activities e.g admissions support with applications, supporting student progression activities and supporting the annual registration cycle.
- Liaison with other University Offices as relevant, eg Finance, ISS, Fees, International, Student Support and Development.
- Act as Board Secretary for Progression and Award Boards.
- Publication of relevant information on the University website using Drupal.
- Manipulation, extraction and analysis of data from Registry systems, generation of reports.
- Development and review of standard operating procedures and processes.
- Provide training for stakeholders and staff on various Registry systems and processes.
- Updating and maintenance of student records and curriculum information on University systems eg Student Information System.
- Provision of customer service support to enquirers to Registry, including answering queries from staff, students, prospective students and parents.
- Representing Registry on relevant working groups.
- Working as part of a team to ensure the effective delivery of Registry student services and operations.

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 possess:**

- A primary degree or equivalent (NFQ Level 7)
- A minimum of five years recent and relevant office experience, preferably in a higher education environment.

### **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 co-ordinating 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/supervision:** 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 co-ordinating projects successfully in a team environment. Takes a fair approach in supporting others to complete tasks and is capable of providing appropriate feedback if required.

**Note:**

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

**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:** 20<sup>th</sup> March 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 #1178 Registry Administrative Assistant – Grade IV***

Applications should be submitted by email to [hr.applications@dcu.ie](mailto: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

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