



**Dublin City University  
DCU Registry  
Registry Assistant – Grade II  
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. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the world's young universities (QS top 50 under 50). 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 admission, 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>.

### **Indicative Duties and Responsibilities**

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. The post-holder will be required to work across campuses at various times during the academic year.

The information below provides an indication of the type of duties associated with the post. Indicative duties can change over time:

- Administration work to include using the University student information system for inputting and retrieving student data and academic programme information
- Providing customer service support to all enquirers to the Registry including answering queries from staff, students, prospective students and parents. Such queries are dealt with through face-to-face contact at the Registry Information Centres, by telephone, e-mail and letters
- Acting as the first point of contact for students, staff and visitors to the Registry. Dealing with various queries from Registry customers and referring students and staff, where appropriate, to Registry colleagues and other schools/units within the University
- Working as part of a busy team on various processes which requires daily liaison with team colleagues
- Responding to administrative requests from students e.g. producing letters confirming registration status
- Assisting with the preparation for key Registry projects e.g., Admissions, Registration, Examinations and Graduation
- Making and receiving telephone calls, distribution of Registry post, booking rooms, organising meetings and taking minutes at meetings
- Assisting with the provision of self-administered services for students from the Registry e.g., online registration for students
- Participating in relevant training
- Liaising with staff across the University e.g., Student Fees Office, Faculty Offices, Teaching staff, Information Systems & Services Unit and International Office
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.

The above attempts to outline in a broad sense the range of duties associated with a Registry Assistant Grade II post. However other duties may arise as the requirements of students and the unit change over time.

### **Experience and Qualifications:**

Applicants must hold a Leaving Certificate or equivalent, a recognised Office Administration Course, and a minimum of 3 year's relevant office experience.

## **The Successful Candidate will have:**

- Excellent customer service skills
- Excellent administrative skills
- Excellent IT skills, including experience working with large complex systems
- Good organisational skills
- The ability to multi-task
- Flexibility in approach to workload
- The ability to take responsibility for one's own workload
- An interest in learning new processes and systems

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

**Salary Scale:** €26,737 - €33,543\* (Grade II)

*\*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:** 25<sup>th</sup> March 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: #1181 DCU Registry Assistant - Grade II**

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

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