



DCU Institute of Education
Administrative Officer (Grade IV)
Permanent

Introduction

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 28 and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood, to primary and post-primary and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

Administrative Officer

The Institute is seeking to recruit an Administrative Officer in the Faculty Office. The person appointed will report to the Senior Administrative Officer (Academic Affairs).

Duties and Responsibilities

The post holder will provide comprehensive administrative support in a number of specified areas. Administrative Officer posts within the Faculty are currently associated with areas of activity that are integral to the Faculty's successful operation, including maintenance of academic structures, examination administration, timetabling and general programme administration. The post holder will be assigned duties in a number of these areas, as needs dictate. The role involves the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of data and to simultaneously progress multiple processes. Due to on-going developments within the Faculty and the University at large, the range of duties and responsibilities of the post holder will be subject to change. Indicative duties include the following:

1. Examinations Administration

- 1.1. Collation of examination papers through the University system Guru. Facilitate papers through the external examiner review process. Ensure all papers are available to Registry within the University wide agreed deadline.
- 1.2. Processing a large volume of examination results within a specified timeframe, ensuring that data accuracy, quality and integrity are maintained. Production of accurate broadsheets for internal review and for subsequent University Progression and Award Boards (PABs), liaising with relevant academic and Registry colleagues to ensure that University regulations are adhered to.

- 1.3. Progression and resolution, on an on-going basis, of issues and queries relating to examinations administration, including contribution to the development of the student information system to meet Faculty needs. Actively engage in the refinement of examination processes and procedures.
- 1.4. Generation of reports, extraction and analysis of examinations data, and maintenance of records associated with the examinations function, as appropriate.

2. Timetabling

- 2.1. Planning for and generating timetables for a large number of undergraduate and postgraduate programmes, ensuring the requirements of each programme, school and student group are met.
- 2.2. Working collaboratively within and outside the Faculty to find solutions to timetable challenges.
- 2.3. Generation of reports, extraction and analysis of timetabling data, and maintenance of records associated with the timetabling function.
- 2.4. Participate in ongoing timetable system developments.

3. Academic Programme Administration

- 3.1. Updating of approved academic programme information on the student information system within a specified timeframe. Validating the data and ensuring issues are resolved in a timely manner. Liaising with Heads of School, Programme Chairpersons, Co-ordinators and all those responsible for programme management to this end.
- 3.2. Provision of comprehensive administrative support to Programme Boards and associated sub-groups within the Faculty, and discharging any administrative actions arising there from. Provide administrative guidance to Programme Chairs/Programme Boards with regard to Marks & Standards.
- 3.3. Ensure all programme related information is accurate and made available to relevant stakeholders in a timely manner. (Programme Boards, Faculty Teaching & Learning Committee, Faculty Board). Ensure all required programme documentation is provided to the relevant central units for the commencement of the new academic year. (Registry, OVPAA)

4. In addition to the above, the duties and responsibilities attaching to the post will include the following:

- 4.1. Participation in Faculty and University working groups;
- 4.2. Provision of admin support at Faculty meetings;
- 4.3. Provision of support and participation in Faculty promotional activities;
- 4.4. Preparation of ad-hoc reports;
- 4.5. Provision of general administrative support associated with research, HR, finance, marketing and other areas of activity that fall within the remit of the Faculty Administrative team;
- 4.6. Other duties that may be assigned from time to time.

Person specification

Applicants for the above post must hold a degree or equivalent 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. The successful applicant will be well organised be able to co-ordinate and progress the tasks associated with the post on their own initiative, and be able to contribute to the on-going development and refinement of administrative processes. S/he will be flexible, possess an ability to work effectively as part of a wider administrative team, and have excellent written, communication and interpersonal skills. 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. Experience in the use of IT systems such as ITS, Discoverer, Guru or Syllabus+ would be preferable.

The competencies required for this post are:

1. Building & Maintaining Relationships

Ability to develop and maintain good working relationships with colleagues and others in a supportive manner, within and outside the organisation. Ability to show respect for the contribution of others. Experience of working successfully in a team environment.

2. Personal Effectiveness/Excellence

Is effective in planning, organising and managing their workload. Effective time management skills, the ability to multi- task and prioritise in a busy deadline driven work environment. Ability to develop standing operating procedures and experience of training staff would be desirable.

3. Problem solving and Decision Making

Demonstrates capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making.

4. IT Skills

Excellent IT systems with experience in report writing, use of large databases, data manipulation and collation of data from various sources into report format. Proven ability to learn new systems.

5. Communication

Actively listens and communicates in a clear manner. Uses a variety of communication methods in a professional way and appropriate to the audience. 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.

Salary scale per annum: €35,321 - €52,791

* Appointments will be commensurate with qualifications and experience, and will be made on the appropriate point of the salary scales, in line with current Government pay policy.

Closing Date: Thursday 28th March 2019

Informal enquiries to: Maeve Fitzpatrick, Faculty Manager, Institute of Education, email maeve.fitzpatrick@dcu.ie, telephone 01-8842014

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

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

Please clearly state the role you are applying for in your application and email subject line:

Job Ref #1185

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