



Registry Assistant – Grade II Permanent Post

Description of 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>.

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 successful candidate will be required to work across 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.

The Position:

The successful candidate will be responsible for the provision of high quality administrative support for various activities within the Registry including the provision of information to current and prospective students, staff and the public. The post-holder may be required to work on either the Glasnevin or St Patrick's campus 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 administration system for inputting and retrieving student information 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 public Information Centre, 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., on-line 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 or Secretarial Course, and a minimum of 3 year's relevant office experience.

The Successful Candidate should have:

- Experience in customer service
- 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 panel may be formed as part of this competition which may be used to fill other Registry Co-ordinator roles which could arise in the coming months.

Salary scale: €26,210 - €32,882

Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Grade 2 salary scale in line with current Government pay policy.

Closing date: 22nd November 2017

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 #697 – Registry Assistant – Grade 2

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

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