



**Dublin City University**  
**Faculty of Humanities and Social Sciences**  
**Faculty Administration**  
**Administrative Officer**  
**(Grade IV)**  
**(Fixed Term Contract - Up to 3 Years)**

**Function**

The Administrative Officer will provide a professional and comprehensive administrative service in support of a range of activities within the Faculty of Humanities and Social Sciences, as part of the Faculty Administration Team.

**Relationships**

The Administrative Officer will report to the Faculty Manager (or nominee) and will liaise closely with Faculty academic staff, Heads of School, and with colleagues in the Registry and other central University units on a regular basis.

**Duties and Responsibilities**

The post holder will provide comprehensive administrative support in a number of specified areas, as determined by the Faculty Manager or his/her nominee. Administrative Officer posts within the Faculty are currently associated with areas of activity that are integral to the Faculty's successful operation: examinations administration, timetabling, research and academic programme administration. The post holder will be assigned duties in a number of these areas, as needs dictate. The processes for which the post holder will be responsible are multifaceted in nature. 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 attaching to the post include the following:

**1. Examinations Administration**

- 1.1 Processing a large volume of examination results within a specified timeframe, ensuring that data accuracy, quality and integrity is maintained, ensuring accurate broadsheets are produced for internal review and subsequent University Progression and Award Boards (PABs), while also ensuring, in conjunction with relevant academic and Registry colleagues, that University regulations are adhered to.
- 1.2 Progression and resolution, on an on-going basis, of issues and queries relating to examinations administration, including contribution to the development of the student database (ITS) to meet Faculty needs, maintenance of data integrity and familiarity with and refinement of examination processes and procedures.

- 1.3 Generation of reports, extraction and analysis of examinations data, and maintenance of records associated with the examinations function, as appropriate.

## **2. Timetabling**

- 2.1 Preparation of teaching allocations to include the allocation of personal tutors in conjunction with Heads of School and other relevant offices.
- 2.2 Planning for and generating timetables (Scientia resource management software) for a large number of undergraduate and postgraduate programmes, ensuring the requirements of each programme, School and student group are met.
- 2.3 Generation of reports, extraction and analysis of timetabling data, and maintenance of records associated with the timetabling function.

## **3. Academic Programme Administration**

- 3.1 Updating of approved academic programme information on the student database (Information Technology Services (ITS) software) within a specified timeframe, ensuring that all updates to the system are validated and that any ITS issues are resolved satisfactorily to meet programme requirements, liaising with Heads of School, Programme Chairpersons, Co-ordinators and 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.

## **4. Other Areas**

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 support and participation in Faculty promotional activities
- 4.3 Preparation of ad-hoc reports
- 4.4 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.
- 4.5 Other duties that may be assigned from time to time.

## **Person specification**

Applicants for the above post must hold a degree and have a proven track record in administration in a complex or large-scale organisation, preferably in a higher education environment, over a number of years. Applicants should possess strong IT skills and be able to demonstrate competency in the use and development of a wide variety of business systems. 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.

The competencies required for this post are:

### **1. Personal Effectiveness/Excellence**

This is defined as the ability to continuously strive to learn about how things are done and why they are done that way. It means having the ability to see how processes can be continuously improved. It means being effective in planning and managing own workload.

**2. Knowledge of Processes and IT**

This is defined as having a willingness to engage with both processes and technology.

**3. Problem solving and Decision Making**

This is defined as being capable of analysing and interpreting information to identify key issues when solving problems, and knowing when to consult with others to inform decision making.

**4. Team working**

This is defined as the ability to work together in a supportive manner to share tasks and information with other colleagues. It means having the ability to show respect for the contribution of others and to respond positively with the team to any change(s) that are experienced.

**Informal enquiries to:**

Goretti Daughton, Faculty Manager, Faculty of Humanities and Social Sciences.

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**Salary scale: €37,361 - €50,750**

**€33,625 - €45,675\***

*\*Applies to new entrants to the public sector after 01 January 2011.*

*Appointment will be commensurate with qualifications and experience.*

**Closing Date for submission of application: Wednesday, 24<sup>th</sup> September 2014**

Application forms are available from: **Human Resources Department, Dublin City University, Dublin 9.** Tel: +353 (0)1 700 5149 Fax: +353 (0)1 700 5500 E-mail: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

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