



Student Support & Development

Employer Engagement & Operations Officer (Grade IV Permanent) Careers Service

DCU Careers Service is a dynamic and forward looking unit consisting of a team of committed and enthusiastic careers advisers and operations staff who are passionate about career development and employability. We provide an inclusive service to support, guide and empower our students to make informed career decisions and to maximise their personal and professional development.

The Careers Service is part of a wider range of services provided by Student Support & Development and works closely with other units, which include the INTRA Work Placement Office, the Student Advice Centre, Counselling & Personal Development, the Sports Development Office, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter Faith Centre.

Further information on Student Support & Development can be found at:
<http://www.dcu.ie/students/index.shtml>.

Duties of Post:

The Careers Service is currently seeking an Employer Engagement & Operations Officer to work in a flexible and fast-moving environment to deliver an engaging range of services for student and employers.

Duties and Responsibilities of the Role:

Supervision

- Supervise the operations team including training; allocation of work; and the co-ordination of Front Office 'student-first' approach.
- Oversee the general careers mailbox and messages received via social media ensuring responses are timely and professional.
- Document new procedures and regularly review existing procedure documentation.

Employer Engagement

- Develop and co-ordinate a range of events such as careers fairs and recruitment presentations
- Develop and introduce a system to capture and evaluate feedback from events and fairs
- Oversee the employer vacancy system and drive engagement from students, graduates and employers
- Support the Head of Service to develop and maintain relationships with key national and international recruiters

Online Resources

- Support the development, upgrade and maintenance of the Careers Management CRM System

- Oversee the day to day operations of the CRM System, including troubleshooting
- Work with the careers advisors to organise effective online careers services for current students and employers, including the Careers Service website and VLE site (Loop)
- Support the collection of student surveys and feedback for the Careers Services to contribute to the evaluation of the graduate destinations and the student experience at DCU.

Marketing

- Working closely with, and advising the Head of Careers Service in the development and delivery of a communications and marketing plan.
- Develop initiatives to drive careers service messaging including the use of social media sites
- Develop marketing materials and campaigns promoting the careers service to students and employers

Other

- Develop, deliver and maintain workshops / presentations for students on tools such as the ePortfolio and other careers-related initiatives and/or software packages.
- Collate and analyse data and present quarterly reports on our activity to the Head of the Careers Service
- Contribute as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives
- Any other activities which the Director of SS&D and the Head of the Careers Unit may request.

Experience and Qualifications:

- Candidates should hold a primary degree, preferably in Marketing, PR or a related area
- A minimum of 3 years' experience in a third level environment or within an environment working with young people and professionals
- IT Experience: experience of a CRM system (preferably Microsoft Dynamics) and of website maintenance (preferably Drupal)
- Evidence of planning and delivering events and projects
- Evidence of excellent interpersonal skills in communicating with a range of internal and external stakeholders
- Evidence of highly effective administrative and organisational skills
- Ability to use initiative and work under pressure
- Excellent organisational and time management skills

The competencies required for this post are as follows:

1. Supervision: Takes a fair approach in supporting others to complete tasks and is capable of providing appropriate feedback if required
2. Building & Maintaining Relationships: Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU

3. **Communication:** Communicates in a clear manner and actively listens and engages to gain understanding. Uses a variety of communication methods in a professional way and appropriate to the audience
4. **Problem solving & Decision Making:** Is capable of analysing and interpreting information to identify key issues when solving problems. Knows when to consult with others to inform decision making.
5. **Knowledge of Processes & IT :** shows a willingness to engage with both processes and technology

Salary scale: €33,625.00 - €50,750.00

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

Closing Date: Friday 11th March

Informal enquiries to:

Yvonne McLoughlin, Head of DCU Careers Service, tel: 7006282 or email yvonne.mcloughlin@dcu.ie

Application Procedure

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500

Email: hr.applications@dcu.ie. Along with the application form, you may submit a CV and cover letter.

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #281 - Employer Engagement and Operations Officer -Careers Service

Applications should be submitted by e-mail to <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.

Dublin City University is an equal opportunities employer