



## **Registry**

### **Senior Co-ordinator – Grade III**

#### **Fixed Term Contract until September 2016**

##### **Description of Registry**

The Registry is responsible for the management and provision of services to the University community which include student admission, registration, student records, examinations and graduation. The University's room booking and lecture timetabling co-ordinating functions also form part of Registry services. Registry operates a Student Information Services Reception Area and dedicated telephone and email facilities. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of the Registry. Full details on the organisational structure of Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

##### **Indicative Duties**

The successful candidate will be responsible for the provision of high quality administrative support for various activities within Registry. The post-holder will play a key role in supporting the delivery of administrative processes which may involve any of the following: admissions, registration, academic structure, examinations and conferring. The successful candidate will be primarily based in the Student Enrolment team and will be expected to deal with a very high volume of applications and assessments throughout the year. The post-holder will also be required to provide support on a number of key projects to include academic structure and registration related activities. This is a busy team which requires close liaison with colleagues within the team and across the wider unit and University. The information below provides an indication of the type of duties associated with the post. Indicative duties can change over time.

Indicative duties associated with the post include the following:

- Administration work to include using the University student administration system for inputting and retrieving student information and academic programme information.
- Provision of customer service support to enquirers to the Registry including answering queries from students, staff, parents of students and prospective students. These queries may be dealt with through face-to-face contact, telephone calls, email correspondence and letters.
- General administrative duties e.g. filing, drafting letters, taking minutes of meetings, making and receiving phone calls and room bookings.

- Liaison with University faculties and units on Registry related processes (e.g. Finance, International Office, Student Support and Development and ISS).
- Extraction and manipulation of data from University information systems for checking and analysis.
- Documenting and updating operating procedures and manuals.
- Designing, implementing and reviewing office systems to ensure an efficient clerical and administrative support is maintained.
- Participation in the development and delivery of Registry training programmes.
- Representation on working groups/committees on behalf of the Registry including secretarial support to these groups as required.
- Bringing to the attention of senior staff of the Registry issues which affect the operational efficiency or developmental potential of the Registry.
- Co-ordination and supervision of Grade II staff workload within specified areas of the Registry, where required.
- Any other duty which may be assigned by the Director of Registry or her nominee.

### **Experience and Qualifications:**

Applicants must hold a Leaving Certificate or equivalent, a recognised Secretarial Course and a minimum of five years relevant office experience.

### **The successful candidate should have:**

- Excellent administration skills
- Strong communication skills – both verbal and written
- Excellent IT skills, including experience working with large student databases
- Good organisational skills
- The ability to multi-task
- Flexibility in approach to workload
- The ability to take responsibility for one's own workload
- Knowledge of admissions, registration and examinations is desirable

### **The competencies required for this post are below:**

**Personal effectiveness/ excellence:** Continuously strives to achieve high standards in the completion of tasks and in our approach to working with people.

**Knowledge of IT Systems & Excellent IT skills:** Shows a willingness to engage with processes and technology

**Building & Maintaining Relationships:** Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation.

**Team Working:** Works well with colleagues in a supportive manner to share tasks and information. Shows respect for the contribution of others. Demonstrates a “can do” attitude and is flexible in their approach.

**Salary Scale:** €31,704 - €40,718

**Closing Date:** 14<sup>th</sup> July 2015

**Please clearly state the role that you are applying for in your application and email subject line:  
Job Ref #123: Registry Senior Coordinator – Grade III**

Application forms are available 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).

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