



Dublin City University
Office of External and Strategic Affairs

International Office
International Programmes Assistant - Grade II
(Up to 6-Month Contract)

General

The Office of External and Strategic Affairs comprises the following units: International Office, Communications and Marketing, Student Recruitment, and Community Engagement.

The International Office plays a vital role in bringing forward the 'international agenda' at DCU and the unit engages in many activities that result in the recruitment of international students and the coordination of students for participation in exchange programmes worldwide. Amongst its many activities, the Office is responsible for the promotion of DCU at international events and the welfare of international students – both at the pre-arrival stage and upon arrival at DCU – and acts as a 'one-stop-shop' for queries of various natures.

Role

A position has arisen for an International Programmes Assistant within the International Office. The International Programmes Assistant will report directly to the Study Abroad Programme Coordinator. S/he will provide administrative support to the Study Abroad Programme and will assist in its promotion to an international audience, and in addition will provide administrative assistance for the Exchange Programme when necessary. The successful candidate will also work closely with other members of the Office, providing clerical support and assisting in any duties that are deemed appropriate for the smooth running of the various activities undertaken by the Office.

Specific Duties

The successful candidate will be responsible for ensuring that the needs of international students are met, in particular with regards to the provision of information and dealing with queries as they arise, and administrative support for staff and students. This will include:

- Ensure efficient administrative support for the Study Abroad Programme
- Act as first point of contact for internal and external queries relating to the Study Abroad Programme
- Support admissions for the Study Abroad Programme, liaise with students, international partners, external providers and internal departments on module queries and other queries that may arise
- Answering queries arising from the programme and liaise with internal departments (e.g. Registry, Finance, SS&D) or referring them to the relevant contact point.
- Use of the Agresso finance system to process cheque requisitions, expense claims and purchasing including invoicing (in relation to the Study Abroad Programme)
- Maintenance of routine School/Unit accounts, numerical work including the preparation of statistical material.
- Assist in the coordination of events related to International Programmes; assist staff with event preparation; coordinate meetings with students
- Provide excellent student support to students serviced by the International Office
- Provide administrative support to the Head of International Office and other members of the International Team as required
- Maintain appropriate records and files
- Assist in representing DCU during official visits and international travel if necessary
- Taking part in any other duties which may be deemed necessary by the Head of International Office and the Study Abroad Programme Coordinator

Qualifications and Experience

Candidates must have a Leaving Certificate or equivalent, have successfully completed a recognised secretarial course and have at least three years relevant work experience. Strong customer service skills are essential and experience working in an international environment is desirable. Candidates will be a self-starter and will ideally have strong organisational and interpersonal skills, proficiency with IT programmes and the ability to work under pressure. Ideally, applicants should be familiar with international education and experience of providing programme or project administration in an academic and / or international environment would be a distinct advantage.

In addition the successful candidate will have:

- Excellent administrative skills
- Experience with student support within an academic institution
- Excellent communication and people skills
- Knowledge of the ITS system and CRM systems would be of great advantage
- An interest in cultural diversity and international affairs generally
- The ability to work in a diverse, busy environment
- A proven record in teamwork

The above attempts to outline in a broad sense the type of duties involved in this role. Other duties may arise as the requirements of the students and the environment develop.

Salary Scale: €24,960 – €31,882
€22,464 - €28,694*

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

Appointment will be commensurate with qualifications and experience

Closing Date: 10 March 2015

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 may 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

Dublin City University is an Equal Opportunities Employer