Student Support & Development

Marketing & Operations Officer (Grade IV)
Careers Service
(1 year contract)

Student Support and Development (SS&D) is made up of a broad range of units serving the professional, academic and personal development and support needs of a diverse student population. The units within SS&D comprise of the Student Advice Centre, the Access Office, the Careers Office, Counselling & Personal Development, the Disability & Learning Support Unit, the Inter Faith Centre, the INTRA Work Placement Unit, the Sports Development Unit and the Student Health Centre.

SS&D is currently seeking a Grade IV Administrator. This role will be initially positioned within the Careers Office but may, as the needs of the wider Unit develop, be placed within another Unit of SS&D upon the request of the Director of SS&D.

The Unit is currently seeking a member of staff to work closely with staff, students and external companies and organisations to promote and coordinate the front office activities of the Careers Office and to develop a comprehensive marketing and communications strategy for the Office. The successful candidate will have a track record in project management, public event organisation and marketing. S/he will have excellent administration skills and be highly organised and flexible. Interpersonal skills are also essential to this role.

**Duties and Responsibilities of the Role:**

- Administrative support for the Head of Service.
- Supervise the day to day operations of the administration team including the co-ordination of Front Office customer service and provision of information for students, staff and external employers and agencies by telephone, email, website and social media.
- Working closely with, and advising, the Head of the Careers Service in the development and delivery of a communications and marketing plan for the Service.
- Develop event marketing plans (pre-event, event and post-event phases) that drive engagement and build relationships with students and employers. With the Careers Service team, organise and execute events.
- Develop and introduce a system to capture and evaluate feedback from events and fairs.
- Collate and analyse data and present quarterly reports on our activity to the Head of the Careers Service
- Compile and edit career related publications.
- Develop and maintain relationships with national and international employers and external organisations.
- Maintain and develop the Careers Service Website in conjunction with Careers Advisor.
- Strategically develop the Careers CRM system, Employer Database, and Online Vacancy System. This includes the creation of effective and efficient administrative and reporting processes.
- Identify and promote professional development opportunities available to students in the University, and the linking to strategic initiatives within the University.
- Develop, deliver and maintain workshops / presentations for students on tools such as the ePortfolio and other careers-related initiatives and/or software packages.
- 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 must 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
- S/he must have a track record in event management, marketing and/or PR activities.
- The candidate must be able to provide evidence of highly effective administrative and organisational skills.
- Excellent interpersonal skills are required, with experience in public speaking and public event management.
- The candidate must have proven ability in website maintenance, digital marketing, experience with IT systems and be comfortable using new technologies and software.

The competencies required for this post are as follows:

1. 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.
2. 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.
3. 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.
4. Personal Effectiveness / Excellence: Continuously strives to learn about how things are done, why they are done that way and how the role impacts on everything. Is effective in planning and managing their workload.
5. Knowledge of the Organisation and Sector: the ability to continuously learn and understand the structure, processes and relationships within DCU. Has an awareness of the issues impacting the educational sector. Is capable of representing their area within DCU and knows when to relay back relevant information
6. Supervision: Takes a fair approach in supporting others to complete tasks and is capable of providing appropriate feedback if required

Salary:

Admin Assistant (Grade IV)  €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: 14th October 2014

Informal enquiries to:
Yvonne McLoughlin, Head of Careers Service, Student Support & Development
Tel: (01) 7006282 Email: yvonne.mcloughlin@dcu.ie

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.

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