



Senior Registry Assistant - Grade III

(Full-Time Fixed Term Contract Until September 2016)

Background: DCU Incorporation Programme

Dublin City University (DCU), St Patrick's College Drumcondra (SPD), Church of Ireland College of Education (CICE) and Mater Dei Institute of Education (MDI) are actively engaged in a formal process leading to the full incorporation of SPD, CICE and MDI within the 'New DCU' by September 2016. All first year students (undergraduate and postgraduate research) who in the past would have enrolled in SPD and MDI will be registered as DCU students in the academic year 2015/16. In September 2016 all incoming and continuing students of MDI, CICE and SPD will become DCU registered students. The Registry is playing a key role in supporting this project.

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 candidates will be responsible for the provision of high quality administrative support for various activities within Registry. The post-holders will play a key role in supporting the delivery of administrative processes which may involve any of the following: admissions (undergraduate and postgraduate), registration, programme academic structure, examinations and conferring. Registry is a very busy central administration unit and the successful candidates will be required to liaise closely with colleagues within the unit and across the wider University. It is expected that the successful candidates will be required to work across both the Glasnevin and St. Patrick's campus at certain times during the academic year. The information below provides an indication of the type of duties associated with the posts. Indicative duties can change over time.

Indicative duties associated with the posts include the following:

- 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
- Administration work to include using the University student administration system (ITS) for inputting and retrieving student information and academic programme information
- Using Registry information systems like Salesforce, CAO, PAC and Scientia
- 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) and liaison as appropriate with relevant colleagues in SPD and MDI
- 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
- 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-year's relevant office experience.

The successful candidates should have:

- Excellent administration skills
- Strong communication skills – both verbal and written
- Excellent IT skills, including experience working with large 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/or examinations is desirable

The competencies required for these posts are:

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 per annum

**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: 28 September 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 should 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

Please clearly state the role you are applying for in your application and email subject line:

Job Ref #194: Post 1 – Senior Registry Assistant Full-Time

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