



## **Student Support & Development**

### **Secretary ( Grade II )**

**(Fixed Term Contract up to 8 months)**

Student Support & Development (SS&D) provides professional, academic and personal support and development opportunities to students in DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the INTRA work placement office, the Sports Development Office, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter Faith Centre. Further information on SS&D can be found at:

<http://www.dcu.ie/students/index.shtml>.

A role has recently become available in the Student Advice Centre in Student Support & Development. It is ideally suited to a candidate who thrives in a busy customer service environment and has strong administrative skills.

#### **Function of the Post:**

The post will be responsible for frontline customer service, dealing with student and staff queries via email, telephone and walk-in. S/he will work with the team in the Student Advice Centre and provide administrative support to the Student Advice Centre Manager and Director of Student Support & Development. The role will report directly to the Manager of the Student Advice Centre on a daily basis.

#### **Duties and Responsibilities:**

The duties and responsibilities include, but are not limited to:

- Frontline customer service in the Student Advice Centre, dealing with student and staff enquiries and enquiries from the public via email, telephone and walk-in
- General Upkeep of Student Advice Centre
- Referring students to relevant colleagues in SS&D
- Settling students presenting for INTRA interviews in the Centre
- Providing counselling information and registration forms for students who wish to register with the Service
- Diarising for the Student Advisors in SS&D
- Management of the information stands and Notice Boards, ensuring all information is up to date and kept in an orderly fashion
- Up-dating the SS&D Plasma Screens and creating Posters for marketing events
- Administrative assistance for the Financial Assistance Fund
- General office duties including filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom

- Other duties which may arise in the course of the daily operations of the Student Advice Centre

**Qualifications and Experience:**

Applicants must hold a Leaving Certificate or equivalent, a recognised Secretarial Course and a minimum of three years office experience. The successful candidate will have exceptional customer service skills, capable of dealing professionally and competently with students and staff. S/he will have highly honed organisational skills and will be proficient in MS Office. Experience with Drupal would be advantageous but is not required, if the candidate is comfortable acquiring skills in this tool and other packages. The postholder will also be required to have or quickly obtain a deep understanding of university policies, procedures and structures.

**Salary Scales:**

Salary scale:

€24,960 - €31,882 (pro-rata)

€22,464 - €28,694\* (pro-rata)

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

Appointment will be commensurate with qualifications and experience.

**Closing Date: Friday, 30<sup>th</sup> January 2015**

Application forms are available from: <https://www4.dcu.ie/hr/vacancies/internal.shtml> and from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: Ext. 5500 or by internal post to the Human Resources Department, Dublin City University, Dublin 9.

**Informal enquiries to:** Dr. Claire Bohan; Tel: 7005164; email [claire.bohan@dcu.ie](mailto:claire.bohan@dcu.ie)

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