



Dublin City University

Registry Assistant Grade II – THE REGISTRY

(3 year fixed term contract)

Description of the Registry

The Registry is a busy and dynamic open plan office environment. It is responsible for the management of the academic experience of students from the perspective of admissions, registration, records, examinations and graduation. It also provides a frontline customer service function. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisational structure of the Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

Duties and Responsibilities:

- The successful candidate will be responsible for the provision of information to current and prospective students, staff and the public. The successful candidate will provide administrative support to the Registry team. Duties associated with the post include the following:
- Administrative work including the use of the University student database system; inputting, retrieval and validating of student information.
- Provision of Customer Service Support to all enquirers to the Registry including answering queries from staff, students, prospective students and parents. Such queries are dealt with through face to face contact at the Registry public Information Point, by Telephone, E-mail and Letters.
- Working as part of a busy team, liaising closely with team colleagues.
- Liaison with staff across the University e.g., Graduate Studies Office, Student Fees Office, Faculty Offices, Teaching staff, Information Systems & Services Department, International Office.
- Responding to administrative requests from students e.g., posting of DCU prospectus, producing letters confirming registration status.
- Assisting with the preparation for key Registry projects e.g. Registration, Examinations, and Graduation.

- Assist with the provision of more self-administered services for students from the Registry e.g., on-line registration / progression for students.
- Assist with the checking and preparation of documentation for submission to University Committees.
- Assist with the preparation of correspondence regarding decisions of University Committees.
- Provide administrative support to the annual postgraduate research student progression process.
- Preparation and checking of documentation for approval of research external examiner expenses.
- Making and receiving telephone calls, sorting of departmental post, booking rooms and organising meetings and taking minutes at meetings.
- Participating in relevant training.
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.
- The above attempts to outline in a broad sense the range of duties associated with a Registry Assistant Grade II post. However other duties may arise as the requirements of Registry and students change over time.

The Successful Candidate should have:

- Experience in customer service
- Excellent administrative and secretarial skills
- Excellent IT skills, experience working with large databases would be an advantage
- Good organisational skills
- The ability to multi-task
- Flexibility in approach to workload
- The ability to take responsibility for one's own workload
- An interest in learning new processes and systems

Experience and Qualifications:

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

A panel may be formed for a limited period of time from this competition to fill any temporary vacancies which may arise at this Grade in Registry over the coming months.

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: 11th July 2014

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 7005149.

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

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