



Dublin City University
Faculty of Humanities and Social Sciences
Administrative Officer (Grade IV) – 1 Post (Academic Affairs)
Administrative Officer (Grade IV) – 1 Post (Operations)
Permanent Contracts

General Information

The Faculty of Humanities and Social Sciences is home to seven schools including the School of Applied Language and Intercultural Studies; the School of Communications; the School of English; Fiontar agus Scoil na Gaeilge; the School of Law and Government; the School of History & Geography; the School of Theology, Philosophy, and Music and a number of research centres and institutes. It is DCU's largest faculty, blending long-established subjects such as English Literature, Applied Languages, Geography, History, Irish, Law, Music, Politics, Theology and Religious Studies, and Philosophy with newer disciplines such as Media Studies, Journalism, Entrepreneurship, Translation Studies and International Relations.

Function

The post holders will provide a professional and comprehensive administrative service in support of a range of activities within the Faculty of Humanities and Social Sciences, as part of the faculty administration team. These posts are intended to support the faculty in attaining its strategic objectives and to respond to emerging market opportunities and developments.

Relationships

The post holders will report to the faculty manager or nominee(s) and will liaise closely with the faculty administrative team, heads of school, academic programme chairs, lecturers, students, colleagues in other faculties and central university units, and external stakeholders on a regular basis.

Duties and Responsibilities

The post holders will provide comprehensive administrative support in a number of specified areas, as determined by the faculty manager or nominee(s). The areas for which the post holders will be responsible are multifaceted in nature. The roles will involve the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of data and to simultaneously progress multiple processes. Due to ongoing developments within the faculty and the university at large, the range of duties and responsibilities of the post holders will be subject to change.

The principle duties and responsibilities of the posts may include but are not limited to the following:

- Academic programme administration including comprehensive support for programme boards – arrangements for meetings including preparation of all relevant documentation, recording minutes of meetings and follow up in line with university processes and committee requirements; giving guidance on university regulations; supporting programme accreditation and review.
- Examination and assessment administration including the processing of large volumes of results within specified timeframes; maintaining data accuracy, quality and integrity; producing reports and providing support for internal review and examination boards; advising on and ensuring compliance with relevant regulations.
- Timetabling including preparation of teaching allocations in conjunction with Heads of School and other relevant stakeholders; planning for and generating timetables for a large number of undergraduate and postgraduate programmes currently using Scientia resource management software, and ensuring that the requirements of each programme, school and student group are met.
- Research administration including support for research student registration; scholarships; competitive funding schemes, and associated processes, e.g. expense claims, staff requisitions, allocation of research space, account queries and reporting.
- Student recruitment and faculty promotion including production and maintenance of programme print materials and on-line content; participation and support for student recruitment events; working closely with academic colleagues and relevant stakeholders to support digital campaigns, advertisements, visual content, and video and photographic content.
- Student placement support including monitoring of agreements; liaison with students, programme chairs and co-ordinators; engagement with relevant university units.
- General faculty administration and records management in line with General Data Protection Regulation (GDPR) requirements and university policy including Freedom of Information (FOI) requests.
- Participation in and contribution to school, faculty and university working groups and committees and infrastructural development projects.
- Any other duties which may be assigned from time to time by the Dean or his / her nominee.

Person Specification

Applicants for this post must hold a degree and have a proven track record in administration in a complex or large-scale organisation, preferably in a higher education environment. Applicants must

possess strong IT and project management skills and be able to demonstrate competency in the use and deployment of a wide variety of business systems.

The successful applicants will be well organised, able to co-ordinate and progress tasks associated with the post on their own initiative, and contribute to the on-going development and refinement of administrative processes. They will be flexible, possess an ability to work effectively as part of a wider administrative team, and have excellent written, communication and interpersonal skills.

Applications from candidates who have a demonstrable track record in effectively administering multifaceted processes and operations, and/or who have participated in company- or institution-wide projects would be particularly welcome. The capacity to discharge these duties through the medium of Irish would be an advantage but not essential.

Key Competencies

1. Building & Maintaining Relationships

Ability to develop and maintain good working relationships with colleagues and others in a supportive manner, within and outside the organisation. Ability to show respect for the contribution of others. Experience of working successfully in a team environment.

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. Can communicate the demands of the task at hand to relevant stakeholder in an engaging and convincing manner in order to progress the project effectively.

3. Personal Effectiveness and Excellence

Continuously strives to learn about how things are done, why they are done that way, how they can be improved and how the role impacts on everything.

Is effective in planning, organising and managing their workload and in sharing information.

Strives to achieve the highest standards in the completion of tasks, has effective time management skills and the ability able to multi-task and prioritise in a busy deadline driven work environment.

4. Problem Solving and Decision Making

Demonstrates capacity to analyse and interpret information to identify key issues when solving problems, and knowing when to consult with others to inform decision making.

Closing Date: 14th November 2018

Salary Scale: €35,321 - €52,791

*Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the Administrative Assistant grade IV salary Scale, in line with current Government pay policy.

Informal enquiries: Informal enquires should be directed to Goretta Daughton, Faculty Manager, Faculty of Humanities and Social Sciences, e-mail: goretta.daughton@dcu.ie; tel: +353 (0)1 700 5014. Please do not send applications to this email address. You must apply as described below.

Application Procedure

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www.dcu.ie/hr/vacancies/index.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.

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

Job Ref #1031 Administrative Officer, Faculty of Humanities & Social Sciences, Admin Assistant - Grade IV.

Dublin City University is an equal opportunities employer