



**DUBLIN CITY UNIVERSITY**  
**DCU Institute of Education**  
**School of Arts Education and Movement**  
**School Assistant (Grade II)**  
**Fixed Term Contract to 30th Sep 2017**

**Background**

The DCU Institute of Education (IoE) is the first faculty of education in an Irish university. It was constituted by the incorporation of St Patrick's College, Drumcondra (SPD), Mater Dei Institute of Education (MDI) and Church of Ireland College of Education (CICE) into Dublin City University (DCU) and was fully established in September 2016.

This is a major development of international significance. The Institute is Ireland's largest centre of expertise in education and offers programmes across the continuum from early childhood through primary and secondary to further and higher education.

The DCU Institute of Education is based in a €70 million purpose-built facility on DCU St Patrick's Campus, Drumcondra.

The Institute has a student body of approximately 4,000, 3,500 of whom are on programmes with a substantial placement element. The Faculty currently delivers six undergraduate and 21 taught postgraduate programmes and has an academic staff of 130 in six interdisciplinary schools.

**Overview of the role**

The successful candidate will be assigned to the School of Arts Education and Movement (AEM) and will work collaboratively with colleagues in other schools and across the IoE. AEM is located on St Patrick's campus.

The school assistant acts as a first point of contact for staff and students of the School and for members of the public. He/she also provides clerical support for the teaching, research and other activities of the School. The school assistant for AEM will also support events and assist with administering residencies.

The school assistant's direct line management reporting is to Assistant Faculty Manager or his/ her nominee, with a dotted line to the Head of School. The successful candidate will work closely with, and take direction from the Schools Support Coordinator. He/she will work closely with other faculty and school colleagues and with units across the University, including Registry, the Estates Office, Information Systems Services (ISS), Finance, HR and the Library, as appropriate.

**Duties and Responsibilities**

Duties and responsibilities of the role include, but are not limited to the following:

1. Act as the first point of contact for the school, including for staff and students of the school:
  - (a) Frontline customer service, dealing with queries from DCU staff and the public via email, telephone and face-to-face/ walk-in
  - (b) Address routine student queries and provide students with information on assignment submission, timetabling and other relevant activities
  - (c) Advise school staff on administrative processes and communicate any queries or issues as appropriate
  - (d) Address queries from prospective students, careers advisers, parents others.
2. Provide support to the Head of School, to include:
  - (a) Liaise closely with colleagues and staff across the DCU Institute of Education and across the wider University, as appropriate
  - (b) Maintain school records

- (c) Make arrangements for school meetings, prepare agenda, circulate papers and take minutes at the meetings
  - (d) Update school website content
  - (e) Arrange meetings, interviews and events, including room bookings, catering and travel
  - (f) Assist with marketing of schools programmes at fairs and information events
  - (g) Diary management/ coordination
3. Administrative assistance/ secretarial work - General office duties including use of Microsoft packages (including Word, Excel and PowerPoint), filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom, printing stationary
  4. Finance function, to include processing orders, raising purchase orders, checking and processing invoices, confirming deliveries, processing travel and expense claims and updating systems as appropriate
  5. Event management/ coordination - support the Head of School and other school staff in organising events and performances.
  6. Maintain files and records in both paper and electronic format
  7. Work closely with other school assistants and faculty colleagues to improve customer service and administrative processes; alert the appropriate faculty administrator when issues or difficulties arise; communicate key deadlines and information to school staff.
  8. Participate in any relevant training and quality review processes.
  9. Undertake any other duties that may be assigned by the Assistant Faculty Manager or his/ her nominee and the Head of School.

#### **Experience, Skills and Qualifications**

Candidates must hold a leaving certificate or equivalent, a recognised secretarial course and three years relevant experience, preferably in a third level environment. Customer service experience is desirable. Candidates should have strong organisational skills together with good interpersonal skills, and the ability to work under pressure and to tight deadlines. They should have good communication, administrative and computing skills. The successful candidate will be proficient in MS Office packages. Flexibility in approach to workload and the ability to take responsibility for one's own workload is also required.

**Closing Date: 23<sup>rd</sup> March 2017**

**Salary Scale: €25,210 - €31,882\***

*\*Appointments will be commensurate with qualifications and experience, and will be made on the appropriate point of the salary scales, in line with current Government pay policy.*

#### **Application Procedure:**

Application forms are available from: <http://www4.dcu.ie/hr/vacancies/current.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)

**Please clearly state the role that you are applying for in your application and email subject line: Job Ref #513: Secretary Grade II, School of Arts Education and Movement**

Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: +353 1 700 5500 or by post to the Human Resources Department, Dublin City University, Glasnevin, Dublin 9 - With your completed application form, you may also send a Cover Letter & CV if you wish.

***Dublin City University is an equal opportunities employer***