



Post Entry Project Officer
Access Service - Student Support & Development
Administrative Assistant
Permanent

The University

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, the Careers Office, Disability & Learning Support Service, Counselling & Personal Development, the INTRA work placement Office, Student Learning, the Student Health Centre, the Access Service and Chaplaincy. Further information on SS&D can be found at <http://www.dcu.ie/students/index.shtml>.

A role has become available as Post Entry Officer within the Access Service. The Post Entry Project Officer will report to the Head of Service (or his/her nominee). The role will liaise closely with the Access team, Access students, Student Support & Development Staff, and Heads of School and Units in DCU. Duties include the identification and provision of a suite of supports (personal, financial, academic and professional) to students who are part of the DCU Access programme. In addition, the post holder will be responsible for a number of projects which are multifaceted in nature and will evolve over time. The role involves the ability to deal effectively with a wide variety of user and interest groups from staff, students (particularly non-traditional students), teachers and staff of voluntary and community organisations and corporate sponsors. Due to the changing nature of the University, it is inevitable that developments will take place that may affect administrative/support functions and this post will develop in line with the changing requirements. The role will initially be based in the Access Service but may change to another Unit in SS&D, over time, with structural changes in the University environment.

Principal Duties and Responsibilities of the role include:

The duties and responsibilities of the position include, but are not restricted to, the following activities:

Student Supports

- Proactively communicate with Access students with regards to academic deadlines, personal and professional development opportunities.

- On-going development and delivery of the Access Service post-entry supports programme to Access students in DCU.
- Manage assigned caseload of Access Students.
- Source and recruit tutors for delivery of post-entry academic supports.
- Facilitate the involvement of DCU Access students in post-entry activities including internships and volunteering opportunities.
- Co-ordinate and assist in the delivery of the Access Service orientation programme.
- Monitor and analyse the retention and progression of students on the Access programme and provide regular reports and updates on their progress.
- Make appropriate referrals to internal/external supports as required.

Projects and Initiatives

- Work in partnership with the DCU Access team to enhance participation, access and progression to DCU and to third level education of non-traditional student groups through DCU's extensive Outreach Programme.
- Act as the key liaison person with relevant internal and external stakeholders on the Access to the Workplace Programme.
- Liaise with corporate, voluntary, government and community partners to advance and further develop relevant projects, including the Access to the Workplace Programme on behalf of the DCU Access Service.
- Attend relevant conferences, as agreed with the Head of Unit, and keep up to date on trends with access and widening participation.

The successful applicant will

- Liaise with members of staff and students on relevant Access projects and represent the Access Service at stakeholder meetings, on relevant committees, boards and working parties as assigned by the Head of Service.
- Have an awareness of national developments that may impact on the work of the Access Service and students.
- Identify training and development needs in order to stay up-to-date on topics that impact on socio-economically disadvantaged progressing, transitioning and thriving in third level.
- Assist in relevant research and evaluation projects.
- Collaborate with colleagues of Student Support & Development in the development and provision of a high quality service to students.
- Undertake other duties and responsibilities which may be assigned by the Head of Service or their nominee.

The successful candidate must have:

Essential

- A primary degree.
- A postgraduate qualification in Social Science, Education or a related field.
- A minimum of 3 years' experience in a third level environment or within the area of Access and socio-economic disadvantage.
- Comprehensive understanding of access to education barriers.

Experience/Knowledge:

- Evidence of project work and developing new initiatives which have an impact on the student cohort in question.
- Experience dealing with a diversity of students in a student-facing, student support environment.
- Experience of project and budgetary management with a high-level of communication, writing, financial, and administration skills.
- High levels of creativity, innovation, motivation, proactivity and flexibility.
- Knowledge of the Irish education system: educational disadvantage and widening participation in higher education and a practice underpinned by a commitment to diversity, inclusion and social justice.
- Excellent IT skills, including a working knowledge of MS Office and Drupal.

Skills/Abilities:

- Strong interpersonal and organizational skills.
- Excellent communication skills.
- Ability to work independently and take the initiative, where relevant.
- Ability to work effectively as part of a wider team.
- Flexible approach to work: some evening, lunch and weekend work will be required.

The competencies required for this post are:

1. Knowledge of the Organisation/Sector

The ability to continuously learn and understand the structures, processes and relationships within DCU. Has awareness of the issues impacting the educational sector. Is capable of representing their area within DCU and knows when to relay back relevant information.

2. Building & Maintaining Relationships

Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU.

3. Personal Effectiveness/Excellence

Continuously strives to learn about how things are done, why they are done that way and how the role impacts on everything. Is effective in planning and managing their workload.

4. Problem solving and Decision-Making

Is capable of analysing and interpreting information to identify key issues when solving problems. Knows when to consult with others to inform decision-making.

This post is subject to Garda vetting.

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 salary scale, in line with current Government pay policy.

Closing Date: 5 July 2019

Informal Enquiries:

Informal enquiries may be addressed to Cathy McLoughlin, Head of DCU Access. Student Support & Development, Dublin City University, Dublin 9 Ireland, cathy.mcloughlin@dcu.ie Tel: +353 01 700 8814
Please do not send applications to this email address, instead apply as described below.

Application procedure:

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500 Email:

hr.applications@dcu.ie. **Along with the application form, please submit a CV and cover letter.**

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

Job Reference #BC0401 Post Entry Project Officer, Student Support & Development.

Applications should be submitted by e-mail to hr.applications@dcu.ie or by fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, Dublin 9, Ireland, D09W6Y4.

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