Introduction:
Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. DCU is Ireland’s fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick’s Campus and DCU All Hallows campus.

DCU Registry:
The Registry is a busy and dynamic office environment with responsibility for the management and delivery of academic administration services to the University community which include student admissions, registration, records, examinations and graduation. The University’s room booking function also form part of Registry services. Registry operates two Information Services Areas for students; one at the Glasnevin campus and one at the St Patrick’s campus. 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 organisation structure of the Registry, including its responsibilities can be found at http://www.dcu.ie/registry/index.shtml

Administrative Assistant Role:
Registry is now recruiting a panel of administrative assistants for permanent and fixed term contracts. The post holders will be primarily located on the Glasnevin campus but may be required to move between any of the DCU campuses. The administrative assistants will provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities across multiple campuses. The information below provides an indication of the type of duties that may be associated with any of the posts. The post holders may be responsible for some or multiple elements of the student lifecycle. Indicative duties may change over time.

Duties and responsibilities include, but are not confined to the following:
- Project management of significant student lifecycle administrative functions, e.g. registration, progression, examinations, postgraduate research student activities, graduation;
- Supervision of staff and allocation of project workloads;
- Liaise with other University Offices as relevant, e.g. Finance, ISS, Fees, Disability, International, Student Support and Development;
- Co-ordination and preparation of materials for University Committees and Boards and follow up on actions as required;
- Act as Board Secretary for Progression and Award Boards;
- Publication of relevant information on the University website using Drupal;
- Communication with staff and students regarding student lifecycle processes;
- Updating and maintenance of student records and curriculum information on University systems;
- Manipulation, extraction and analysis of data from Registry systems, generation of reports;
- Development and review of standard operating procedures and processes;
• Provide training for stakeholders and staff on various Registry systems and processes;
• Administrative support to other team based Registry activities;
• Provision of customer service support to enquirers to Registry, including answering queries from staff, students, prospective students and parents;
• Representing Registry on relevant working groups;
• Working as part of a team to ensure the effective delivery of Registry student services and operations.

Duties and responsibilities can change over time and other duties may be assigned by the Director of Registry or his/her nominee

Experience and Qualifications
Applicants must possess:
• A primary degree or equivalent (NFQ Level 7)
• A minimum of five years recent and relevant office experience, preferably in a higher education environment.
• Experience of working with large complex databases and collation of data from various sources into report format. Proven ability to learn new systems.

The competencies which will be examined for this post are:

Personal Effectiveness/Organisation Skills: Excellent organisational and administrative skills. Demonstrable track record in effectively administering multifaceted processes, and co-ordinating company or institution wide projects. Ability to multitask, prioritise tasks and work to deadlines. Evidence of flexibility and adaptability. Interest in taking on new learning opportunities and open to review, improve and develop systems and processes.

Problem solving and Decision making Skills: Capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making.

Building and maintaining relationships: Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the department. Willingness to engage with stakeholders and seek feedback on services and/or process improvements. Takes a focused approach to developing relationships.

Supervision
Provides support and assistance when required and is available to others. Explains and demonstrates how tasks/roles should be carried out. Provides feedback and support when reviewing others’ progress.

Panel
A Registry Administrative Assistant panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Registry Administrative Assistant role which arises in the future. This may be either permanent or a fixed term contract. This panel will expire six months following the date of interview for this competition.

Mandatory Training
The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate.

Salary Scale: (Admin Assistant Grade IV) €35,939.00 to €53,715.00
*Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scale in line with current Government pay policy.
Closing date: 11 November 2019

Informal Enquiries in relation to this role should be directed to:
Ms Gillian Barry, Student Awards Manager, Registry, Dublin City University.

Phone + 353 (0)1 700 5105 Email: Gillian.Barry@dcu.ie

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://www.dcu.ie/vacancies/current.shtml and also from the Human Resources Department, Dublin City University, Dublin 9. Tel:+353 (0)1 7005149.

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #BC0810 Administrative Assistant – Grade IV

Applications should be submitted by e-mail to hr.applications@dcu.ie or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, Dublin 9, D09W6Y4.

Athena SWAN Charter Dublin City University is an equal opportunities employer and holds an Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment is available at http://www4.dcu.ie/policies/policy-starter-packs.shtml. DCU is committed to promoting gender equality