Registry Assistant Grade II (3 x roles)

1. Student Enrolment – permanent contract
2. Student Enrolment - Fixed term 3 years,
3. Student Awards - Fixed term 3 years

DCU Registry

Introduction:

Dublin City University (www.dcu.ie) is a dynamic and innovative institution that is distinguished by both the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Excellence in education and research activities has led to DCU’s consistent ranking among the world’s young universities. 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. The primary areas of responsibility include student admission and enrolment; curriculum and student records; University examinations and graduations. The University’s room booking function also forms part of Registry services. Registry operates two Information Services Desks for students; one at the Glasnevin campus and one at the St Patrick’s campus.

Registry is currently 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.

Registry Assistant Role:

Registry is now recruiting a panel of Registry Assistants. Post holders will be primarily located on the Glasnevin campus and will be required to work across campuses at various times during the academic year. The overall purpose of the role is to 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 associated with any of the posts. Post holders may be accountable for assisting operations associated with some or multiple elements of the student lifecycle.

Experience and Qualifications:

Applicants must hold a Leaving Certificate or equivalents, a recognised Office Administration/Secretarial Course and a minimum of three years relevant office experience.
Duties and responsibilities:

- Provision of Customer Service 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 Information Reception Areas, by Telephone, E-mail and Letters.
- Administrative work including the use of the University student information system (SIS) for inputting, retrieval and validation of student information.
- Providing administrative assistance to key Registry student lifecycle processes, e.g. admissions, academic programme structures, examinations, registration, graduation.
- Answering administrative requests from students e.g., posting of DCU prospectus, producing letters, confirming registration status, issuing transcripts.
- Assisting with the provision of self-administered services for students from the Registry e.g., on-line registration / progression for students.
- Checking of documentation submitted by students and liaising with Programme Board Chairpersons and research supervisors about relevant documentation.
- Providing administrative assistance to the E-Vetting process, University room booking function, Faculty Awards Board and Progression and Award Board Meetings.
- Checking and collating documentation for Graduate Studies Research Board, notification of Board decisions and following up on queries with students and research supervisors.
- Checking and processing of research external examiner expense claims.
- Making and receiving telephone calls, distribution of departmental post, booking rooms, organising meetings and taking minutes at meetings.
- Working as part of a busy team, liaising closely with team colleagues.
- Liaising with staff across the University e.g. Student Fees Office, Faculty Offices, Teaching staff, Estates, Student Support & Development, Information Systems & Services Department, International Office, Graduate Studies Office.
- 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, the University and students change over time.

The Successful Candidate should have:
- Experience in customer service
- Excellent administrative skills
- Excellent IT Skills, experience working with large databases would be an advantage
- Good organisational skills with an ability to manage large volume
- Flexibility in approach to workload
- The ability to multi task
- The ability to take manage one’s own workload
- An interest in learning new processes and systems

A Registry Assistant panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Registry 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
Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.