



Dublin City University
Faculty of Humanities and Social Sciences
School Assistant (Grade 2)
Two Positions
Permanent

Background

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 and Geography; the School of Theology, Philosophy, and Music and a number of research centres and institutes. It is DCU's largest faculty, offering long-established subjects such as English Literature, Applied Languages, Geography, History, Irish, Law, Music, Politics, Theology and Religious Studies, and Philosophy and newer disciplines such as Media Studies, Journalism, Social Entrepreneurship, Translation Studies and International Relations.

Overview of the Role

The post holder will be a point of contact both internally and externally for staff, students and the public and will provide support for all elements of administration relating to school activities in a professional, confidential and efficient manner.

Relationships

The post holder will report to the Faculty Manager or nominee(s) and will work as part of the school office team which supports heads of school, school staff and students. The post holder will also work closely with faculty staff, and will liaise with other academic, administrative and technical units of the university, and with external stakeholders on a regular basis.

Experience, Skills and Qualifications

Applicants must hold a Leaving Certificate or equivalent and also hold a further qualification preferably in an area related to administration and/or office management. They must have a minimum of three years' relevant experience, ideally in a higher education environment.

Applicants must demonstrate good organisational skills, interpersonal and communication skills (both oral and written), proficiency with IT programmes including MS Office and the ability to engage with institutional systems, and work with accuracy and reliability under pressure. They must demonstrate the ability to take responsibility for their workload while working with and contributing to the team.

Applicants should demonstrate a commitment to ongoing professional development and a willingness to participate in relevant university training and, where appropriate, external training opportunities, particularly in relation to the development of IT and communication skills, and skills related to administration and/or office management.

Duties and Responsibilities

The duties and responsibilities, under the direction of the Faculty Manager (or nominee), attaching to the post may include, but are not restricted to, the following:

1. Acting as the first point of contact:
 - a) Addressing queries and advising staff and students or re-directing as appropriate;
 - b) Addressing queries from prospective students, careers advisers, parents and others through face to face contact, by telephone, e-mail and letters, as well as from staff and students, and directing queries to relevant offices where necessary;
 - c) Supporting day to day operations including the processing of incoming and outgoing mail, student assessment submissions and records, and preparation of class materials;
 - d) Communicating with students regarding assignment, project and dissertation submissions, and associated activities.

2. Providing support to head of school and school staff to include:
 - a) Arranging meetings, interviews and events including scheduling, booking venues, catering and travel;
 - b) Supporting meetings including preparing agenda, circulating papers and taking minutes;
 - c) Maintaining information, files and records in both paper and electronic format, including examination and assessment scripts and facilitating access to same;
 - d) Liaising with staff and external examiners regarding preparation of and deadlines for the submission of examination papers, maintaining security on examination and assessment-related documentation;
 - e) Liaising with staff, university units and external bodies in relation to the booking, access, upkeep and maintenance of space.

3. Supporting the school's finance function:
 - a) Using the university's systems to e.g. initiate purchase orders, confirm deliveries, process expenses, travel claims and once off payments, obtain appropriate approvals, progress queries, advise staff and students;

- b) Liaising with Head of School and the Faculty Office regarding expenditure;
 - c) Monitoring and maintaining stationery, equipment and supplies;
 - d) Liaising with staff, university units and external providers in relation to the purchase, upkeep and maintenance of equipment and supplies.
4. Working closely with other school assistants in the school office team and faculty colleagues to provide support and cover.
 5. Participating in ongoing training and development.
 6. Participating in school, faculty and university projects.

Salary Scale: € 27,004 - €33,543

*Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Secretary Grade 2 salary scale in line with current Government pay policy.

Full details of salary upon promotion for internal staff can be viewed at:
<http://www.dcu.ie/sites/default/files/hr/pdfs/Pay-Upon-Promotion-Internal-Staff.pdf>

Closing Date: 17th May 2019

Informal Enquires: Informal enquiries should be directed to Goretti Daughton, Faculty Manager, Faculty of Humanities & Social Sciences, Dublin City University: goretti.daughton@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 (Internal 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 - #BC1202 School Assistant – Faculty of Humanities & Social Sciences.**

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. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: hr.applications@dcu.ie

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Dublin City University is an equal opportunities employer