Dublin City University

Deputy Director of Registry

Permanent

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.

Overview of the role

The Deputy Director of Registry is accountable for the overall management of operational activities, process improvements and developments. The post holder must ensure consistent practices and processes across all Registry functions while working closely with senior Registry colleagues, faculties and other central units in the delivery of an integrated service which demonstrates operational excellence. In addition, the post holder will lead the implementation of a number of Registry strategic initiatives. The Deputy Director of Registry reports to the Director of Registry.
Duties and Responsibilities

The main duties and responsibilities of this role include but are not limited to:

- Working closely with the Director of Registry and other colleagues to implement the Registry strategic objectives and ensuring alignment of the Registry operations and services with the University’s initiatives and strategic requirements. Leading on the delivery of specific Registry initiatives.

- Developing a seamless ‘end to end’ Registry service that includes identifying, developing and implementing innovative business process solutions in partnership with colleagues to enhance the experience for all users of Registry services. Acting as the first point of contact across the University on matters relating to Registry process solutions and process improvement.

- Ensuring effective planning, review and refinement of services in line with University priorities and objectives and in consultation with relevant DCU colleagues.

- Building effective relationships with faculties and other central units and working in partnership in the attainment of University priorities. Consulting frequently with relevant colleagues to ensure full comprehension of support requirements from Registry.

- Leading on the implementation of agreed statutory, policy or regulatory changes that impact Registry core service areas. Assessing the requirements, agreeing the solutions and implementing the changes in an agile and effective manner in consultation with all relevant parties.

- Supporting the Director of Registry with specific duties in the areas of procurement and recruitment.

- Representing Registry at the University Appeals Board meetings.

- Attending relevant meetings at partner colleges e.g. Award Boards, Appeal Boards and representing Registry at partner colleges conferring ceremonies, as appropriate. Acting as a point of liaison with partner colleges in advance of these meetings and ceremonies.

- Ensuring that appropriate process, procedures and quality assurance measures are in place to enable Registry services to be delivered in line with academic calendar dates and deadlines.

- Ensuring information, advice and guidance with regard to educational policies, regulations and processes are provided to faculties and other professional areas at relevant times during the academic calendar of activities.

- Actively promoting the activity of the Registry and fostering strong relationships with all groups including student representatives.

- Ensuring all Registry staff learning and development needs are delivered to meet the operational needs of Registry.
Developing and monitoring key performance indicators which will demonstrate that the service delivered is measurable and of an agreed quality and efficiency.

Representing Registry on various working groups or committees as required. Leading and chairing working groups on behalf of Registry as appropriate.

Deputising for the Director of Registry as appropriate both internally and externally.

Any other duties that may be assigned by the Director of Registry.

**Qualifications, Experience and Skills required:**

The successful candidate will have:

- A primary degree or equivalent. A relevant postgraduate qualification is highly desirable.
- A minimum of 10 years’ professional experience, with at least five years’ experience at management level, ideally in a higher education environment. Direct experience in the management of admissions, registration or examinations in higher education is highly desirable.
- Proven ability to manage multiple complex operations and to lead a large diverse team.
- Significant experience in the implementation and management of organisational and operational change.
- Practical experience establishing strong collaborative working relationships at various levels in a complex organisation and evidence of a flexible and adaptable approach when responding to stakeholder needs.
- Experience working at a senior level in the areas of recruitment, talent management and budget management.
- Strong prioritisation skills, with the ability to manage multiple priorities with competing deadlines.
- Excellent analytical skills and attention to detail combined with the skill to communicate information accurately and effectively.

Candidates will be expected to demonstrate the following:

- Excellent interpersonal skills with the ability to build positive relationships with colleagues at all levels.
- Excellent communication and influencing skills as well as the ability to problem solve and generate innovative ideas and solutions.
- Ability to be flexible and adaptable to the changing demands that arise in an innovation University environment.
- Strong organisational and prioritisation skills.

**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 required.

NOTE: Level, type and duration of experience(s)/skill(s) will be a factor in short listing for interview and in final selection.

**Salary Scale:** €80,760 - €105,621 (Administrator III)

**Closing Date:** 31st January 2020