



**Dublin City University  
Institute of Education  
Administrative Officer  
(Grade IV)  
(Fixed Term Contract – up to 3 Year Contract)**

**General Information**

Dublin City University ([www.dcu.ie](http://www.dcu.ie)) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century.

Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. As Ireland's University of Enterprise, it is characterized by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the of the world's young universities (QS Top 50 under 50).

**General Information**

The DCU Institute of Education is DCU's fifth and newest faculty, with a student body of approximately 4,500. The Faculty currently delivers six undergraduate and 21 taught postgraduate programmes and has an academic staff of 130, in six interdisciplinary schools. It is the first faculty of education in an Irish university. It was constituted in September 2016 by the incorporation of St Patrick's College, Drumcondra (SPD), Mater Dei Institute of Education (MDI) and Church of Ireland College of Education (CICE) into Dublin City University (DCU). The Institute forms Ireland's largest centre of expertise in education and offers programmes across the continuum from early childhood through primary and secondary to further and higher education. The DCU Institute of Education is based in a €70million purpose-built facility on DCU St Patrick's Campus, Drumcondra.

**Overview of the Role**

The Administrative Officer will provide a professional and comprehensive administrative service in support of a range of activities within the Institute of Education, as part of the Faculty Administration Team.

**Relationships**

The Administrative Officer will report to the *Assistant* Faculty Manager/Faculty Manager and will liaise closely with Faculty staff and with colleagues in central University units across the University.

## **Duties and Responsibilities**

The post holder will provide comprehensive administrative support in a number of specified areas. Administrative Officer posts within the Faculty are currently associated with areas of activity that are integral to the Faculty's successful operation, including maintenance of academic structures, examination administration, timetabling and general programme administration. The post holder will be assigned duties in a number of these areas, as needs dictate. The role involves the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of data and to simultaneously progress multiple processes. Due to on-going developments within the Faculty and the University at large, the range of duties and responsibilities of the post holder will be subject to change. Indicative duties include the following:

### **1. Examinations Administration**

1.1 Collation of examination papers through the University system Guru. Facilitate papers through the external examiner review process. Ensure all papers are available to Registry within the University wide agreed deadline.

1.2 Processing a large volume of examination results within a specified timeframe, ensuring that data accuracy, quality and integrity are maintained. Production of accurate broadsheets for internal review and for subsequent University Progression and Award Boards (PABs), liaising with relevant academic and Registry colleagues to ensure that University regulations are adhered to.

1.3 Progression and resolution, on an on-going basis, of issues and queries relating to examinations administration, including contribution to the development of the student database (ITS) to meet Faculty needs. Actively engage in the refinement of examination processes and procedures.

1.4 Generation of reports, extraction and analysis of examinations data, and maintenance of records associated with the examinations function, as appropriate.

### **2. Timetabling**

2.1 Planning for and generating timetables for a large number of undergraduate and postgraduate programmes, ensuring the requirements of each programme, school and student group are met.

2.2 Working collaboratively within and outside the Faculty to find solutions to timetable challenges. Participating in the Timetable User Group to develop University wide processes for timetabling.

2.3 Generation of reports, extraction and analysis of timetabling data, and maintenance of records associated with the timetabling function.

2.4 Participate in ongoing timetable system developments.

### **3. Academic Programme Administration**

3.1 Updating of approved academic programme information on the student database (ITS) within a specified timeframe. Validating the data and ensuring issues are resolved in a timely manner. Liaising with Heads of School, Programme Chairpersons, Co-ordinators and all those responsible for programme management to this end.

3.2 Provision of comprehensive administrative support to Programme Boards and associated sub-groups within the Faculty, and discharging any administrative actions arising there from. Provide administrative guidance to Programme Chairs/Programme Boards with regard to Marks & Standards.

3.3 Ensure all programme related information is accurate and made available to relevant stakeholders in a timely manner. (Programme Boards, Faculty Teaching & Learning Committee, Faculty Board). Ensure all required programme documentation is provided to the relevant central units for the commencement of the new academic year. (Registry, OVPAA)

#### **4. Other Areas**

In addition to the above, the duties and responsibilities attaching to the post will include the following:

4.1 Participation in Faculty and University working groups;

4.2 Provision of admin support at Faculty meetings;

4.3 Provision of support and participation in Faculty promotional activities;

4.4 Preparation of ad-hoc reports;

4.5 Provision of general administrative support associated with research, HR, finance, marketing and other areas of activity that fall within the remit of the Faculty Administrative team;

4.6 Other duties that may be assigned from time to time.

#### **Person specification**

Applicants for the above post must hold a degree or equivalent and have a proven track record in administration in a complex or large-scale organisation, preferably in a higher education environment, over a number of years. The successful applicant will be well organised be able to co-ordinate and progress the tasks associated with the post on their own initiative, and be able to contribute to the on-going development and refinement of administrative processes. S/he will be flexible, possess an ability to work effectively as part of a wider administrative team, and have excellent written, communication and interpersonal skills. Applications from candidates who have a demonstrable track record in effectively administering multifaceted processes and operations, and/or who have participated in company- or institution-wide projects would be particularly welcome. Experience in the use of DCU systems such as ITS, Discoverer, Guru or Syllabus+ would be preferable.

The competencies required for this post are:

##### **1. Building & Maintaining Relationships**

Ability to develop and maintain good working relationships with colleagues and others in a supportive manner, within and outside the organisation. Ability to show respect for the contribution of others. Experience of working successfully in a team environment.

##### **2. Personal Effectiveness/Excellence**

Is effective in planning, organising and managing their workload. Effective time management skills, the ability to multi-task and prioritise in a busy deadline driven work environment. Ability to develop standing operating procedures and experience of training staff would be desirable.

##### **3. Problem solving and Decision Making**

Demonstrates capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making.

#### **4. IT Skills**

Excellent IT systems with experience in report writing, use of large databases, data manipulation and collation of data from various sources into report format. Proven ability to learn new systems.

#### **5. Communication**

Actively listens and communicates in a clear manner. Uses a variety of communication methods in a professional way and appropriate to the audience. Can communicate the demands of the task at hand to relevant stakeholders in an engaging and convincing manner, in order to progress a project effectively.

**Salary scale: €34,625 - €51,750 \* per annum**

*\* Appointments will be commensurate with qualifications and experience, and will be made on the appropriate point of the salary scales, in line with current Government pay policy.*

**Closing Date for submission of application: 31<sup>st</sup> May, 2017.**

**Informal enquiries to:** Maeve Fitzpatrick, Faculty Manager, Institute of Education, email [maeve.fitzpatrick@dcu.ie](mailto:maeve.fitzpatrick@dcu.ie), telephone 01-8842014

#### **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, DCU Glasnevin Campus, Dublin 9, Ireland, D09W6Y4. Tel: +353 (0) 1 700 5149.

***Please clearly state the role that you are applying for in your application and email subject line: Job Ref# 554: Administrative Officer (Grade IV), Institute of Education.***

Applications should be submitted by e-mail to [hr.applications@dcu.ie](mailto: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.

**Dublin City University is an equal opportunities employer**