



**Dublin City University**  
**External and Strategic Affairs**  
**International Office**  
**Global Recruitment Manager**  
**(Administrator I)**

**General**

External and Strategic Affairs comprises the following units: International Office, Communications and Marketing, Student Recruitment, and Community Engagement. The International Office plays a vital role in bringing forward the 'international agenda' at DCU and the unit engages in many activities that result in the recruitment of international students and the coordination of students for participation in exchange programmes worldwide. Amongst its many activities, the Office is responsible for the promotion of DCU at international events and the welfare of international students – both at the pre-arrival stage and upon arrival at DCU – and acts as a 'one-stop-shop' for queries of various natures.

The DCU International Office is based in the DCU, All Hallows Campus, Drumcondra. In order to provide a high level of Customer Service the International Office team will need to be available to move between the various campuses as required.

**Role**

- Work with the Director of the International Office, to implement the Strategic Objectives of the current University Strategic Plan 2017-2022 and work collaboratively to achieve the development and implementation of new strategic plans for internationalisation post 2018.
- Ensure international best practice is at the core of all international education activity
- Identify and respond in a proactive and timely manner to opportunities for international recruitment aligned with DCU's Internationalisation strategy
- Work collaboratively with internal stakeholders to promote internationalisation objectives and to ensure that internationalisation is embedded into the fabric of university operations
- Alongside the Director partner with DCU's representative offices, agents and with university stakeholders to optimise the development of new business opportunities in key markets
- Manage budget and quality assurance processes
- Participate on university committees as required
- Flexibility required around working hours to facilitate evening hospitality and student events and overseas travel

### **Specific Duties**

The successful candidate will work closely with the Director of the International office and will be primarily responsible for the automation and systemisation of the International Recruitment processes and procedures. This will include:

- Managing the all aspects of the undergraduate and postgraduate student lifecycle.
- Develop Marketing information appropriate to the DCU priority markets.
- Manage the aspects of the International Office budgets aligned to student recruitment activities.
- Day to day line management responsibility for staff involved in recruitment or as assigned by the Director, ensuring performance objectives and operational targets are met for international recruitment, and support the study abroad and exchange activity in target markets. Responsible for administering the International.Office@dcu.ie email account
- Review and develop the processes within the International Office related to student recruitment.
- Work closely with colleagues in the Mobility areas of the IO (Study Abroad and Exchange) and in Market colleagues.

### **Qualifications and Experience**

#### Knowledge

- Excellent understanding of the University/third Level Sector and of academic systems, structures, processes and culture
- Excellent understanding of International Education and market development activities

#### Functional/Work-based Skills

- Proven ability to manage a large, dynamic team in a high-pressure, customer facing, work environment
- Evidence of a successful approach to performance management
- Ability to exercise professional judgment and to use initiative appropriately
- Ability to relate to and work with colleagues at all levels of the organisation in a collegial manner
- Good planning and time management, project management and organisational skills
- Excellent interpersonal and communication skills (written and oral)
- Experience in developing and improving operational processes
- Proven ability to develop financial plans and manage budgets
- Excellent technical skills and proven expertise in using Microsoft Office (particularly excel), presentation packages and digital media

## Experience

- Five years' experience managing a large, dynamic team in a high-pressure, customer facing, work environment at an appropriate level of seniority
- A proven ability to communicate and influence at senior level
- Proven track record of leading and contributing effectively to groups/teams
- Evidence of a creative approach to problem-solving
- Experience of report writing
- Experience of HR processes including recruitment

## Qualifications

- Degree qualification
- Higher degree in a relevant subject (Marketing, Management, Education)
- Knowledge of the ITS system and CRM systems would be of great advantage
- Good organisational skills
- An interest in cultural diversity and international affairs generally
- The ability to work in a diverse, busy environment
- A proven record in teamwork
- Understanding of financial reporting

The above attempts to outline in a broad sense the type of duties involved in this role. Other duties may arise as the requirements of the students and the environment develop.

**Salary Scale: €50,967-€70,383 (Administrator I)**

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

**Closing Date: 28<sup>th</sup> November 2017**

### **Informal inquiries to:**

Mr Paul Smith, Director of International Office, Dublin City University, Dublin 9.  
E-mail: [paul.smith@dcu.ie](mailto:paul.smith@dcu.ie) Telephone: + 353 1 700 8694

### **Application Procedure**

To apply for this role, 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: Ref # 696 Global Recruitment Manager

Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie). Tel: +353 (0)1 700 5149 E-mail: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

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