



Registry

Registry Assistants Grade II (3 Permanent posts)

Description of the Registry

The Registry is a busy and dynamic open plan office environment with responsibility for the management and delivery of services to the University community which include student admissions, registration, records, examinations and graduation. The University's room booking function also forms part of Registry services. Registry operates an Information Services Reception Area on two DCU campuses, and dedicated telephone and email facilities for close to 16,500 students. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. The post holder will be located primarily on the DCU Glasnevin campus but will be required to move between and work from any of the DCU campuses. Full details on the organisational structure of the Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

Experience and Qualifications:

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

Duties and Responsibilities:

The successful candidate will play a key role in supporting the delivery of essential student administrative processes across all campuses and will be responsible for the provision of information to current and prospective students, staff and the public. The post holder will work as part of a busy team, liaising closely with several team colleagues. Duties associated with the post include but are not confined to the following:

- Provision of Customer Service Support 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 database system; inputting, retrieving and validating student information.
- Responding to administrative requests from students e.g. posting of DCU prospectus, producing letters, confirming registration status, issuing transcripts, providing replacement student ID cards.
- Assisting with the preparation for key Registry projects e.g. Admissions, Academic Programme Structures, Registration, Examinations, and Graduation.
- 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 about relevant documentation.
- Making and receiving telephone calls, distributing departmental post, organising meetings and taking minutes at meetings.

- Providing administrative support to the E-Vetting process, University room booking function and Progression and Award Boards meetings.
- 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 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 take responsibility for one's own workload
- An interest in learning new processes and systems
- The ability to multi-task

Salary Scale: *€25,210 - €31,882

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

Closing Date: 13th January 2017

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, Dublin 9. Tel: +353 (0) 1 700 5149.

Please clearly state the role that you are applying for, including the job reference, in your application and email subject line; Ref #448 – Registry Assistant Grade II

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, Dublin 9

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