



Faculty of Humanities and Social Sciences
Administrative Officer (Grade IV)
(Permanent contract)

General Information

The Faculty of Humanities and Social Sciences is home to seven schools including Applied Language and Intercultural Studies; Communications; English; Fiontar & Scoil na Gaeilge; Law and Government; History & Geography; Theology, Philosophy, and Music as well as research institutes including the Institute of Ethics, the Ireland India Institute and the Institute for International Conflict Resolution & Reconstruction.

Overview of the Role

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

Relationships

The Administrative Officer will report to the Faculty Manager (or nominee) and will liaise closely with Faculty staff, Heads of School, and with colleagues in the Registry and other central University units on a regular basis.

Duties and Responsibilities

The post holder will provide comprehensive administrative support in a number of specified areas, as determined by the Faculty Manager or his/her nominee. Administrative Officer posts within the Faculty are currently associated with areas of activity that are integral to the Faculty's successful operation including examinations administration, timetabling, research and academic programme administration. The post holder will be assigned duties in a number of these areas, as needs dictate. The processes for which the post holder will be responsible are multifaceted in nature. 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. The capacity to discharge these duties through the medium of Gaeilge would be a significant advantage.

Indicative duties attaching to the post include the following:

1. Examinations Administration

- 1.1 Processing a large volume of examination results within a specified timeframe, ensuring that data accuracy, quality and integrity is maintained, producing accurate broadsheets for internal review and subsequent University Progression and Award Boards (PABs), liaising with relevant academic and Registry colleagues, and ensuring that University regulations are adhered to;
- 1.2 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, maintenance of data integrity and familiarity with and refinement of examination processes and procedures.

- 1.3 Generation of reports, extraction and analysis of examinations data, and maintenance of records associated with the examinations function, as appropriate;

2. Timetabling

- 2.1 Preparation of teaching allocations in conjunction with Heads of School and other relevant offices.
- 2.2 Planning for and generating timetables (currently using Scientia resource management software) for a large number of undergraduate and postgraduate programmes, ensuring the requirements of each programme, school and student group are met.
- 2.3 Generation of reports, extraction and analysis of timetabling data, and maintenance of records associated with the timetabling function.

3. Academic Programme Administration

- 3.1 Updating of approved academic programme information on the student database (ITS) within a specified timeframe, ensuring that all updates to the system are validated and that any ITS issues are resolved satisfactorily to meet programme requirements, liaising with Heads of School, Programme Chairpersons, Co-ordinators and 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 therefrom.

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 support and participation in Faculty promotional activities;
- 4.3 Preparation of ad-hoc reports;
- 4.4 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;
- 4.5 Other duties that may be assigned from time to time.

Person specification

Applicants for the above post must hold a degree 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. Applicants should possess strong IT skills and be able to demonstrate competency in the use and development of a wide variety of business systems. 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. The capacity to discharge these duties through the medium of Gaeilge would be a significant advantage.

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

Continuously strives to learn about how things are done, why they are done that way, how they can be improved and how the role impacts on everything. Is effective in planning, organising and managing their workload and in sharing information. Strives to achieve the highest standards in the completion of tasks, has effective time management skills and the ability able to multi-task and prioritise in a busy deadline driven work environment.

3. Problem solving and Decision Making

Demonstrates capacity to analyse and interpret information to identify key issues when solving problems, and knowing when to consult with others to inform decision making.

4. Communication

Communicates in a clear manner and actively listens and engages to gain understanding. 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 stakeholder in an engaging and convincing manner in order to progress the project effectively.

Salary: *€34,625 - € 51,750

*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 for submission of application: Wednesday 3rd October 2017

Informal enquiries to: Goretti Daughton, Faculty Manager, Faculty of Humanities and Social Sciences, e-mail: goretti.daughton@dcu.ie; tel: +353 (0)1 700 5014.

**Application Procedure**

Application forms are available from the DCU Current Vacancies (open Competitions) website at <https://www.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

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. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #649 Administrative Assistant, Faculty of Humanities & Social Sciences

Dublin City University is an equal opportunities employer.