



Dublin City University
External and Strategic Affairs
International Office
International Programmes Assistant (Mobility)
(Grade II)
(3 Year Fixed Term Contract)

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.

Role

A position has arisen for an International Programmes Assistant within the Mobilities team of the International Office. The International Programmes Assistant will report directly to the Student Mobility Coordinator. S/he will provide administrative support to the Exchange and Erasmus programmes and will assist in its promotion to an international and domestic audience. The person will further provide administrative assistance for the activities of the International Office. The successful candidate will also work closely with other members of the Office, providing clerical support and assisting in any duties that are deemed appropriate for the smooth running of the various activities undertaken by the Office.

Specific Duties

The successful candidate will be responsible for ensuring that the needs of students and staff undertaking mobility are met, in particular with regards to the provision of information and dealing with queries as they arise, and administrative support for staff and students. This will include:

- Ensure efficient administrative support for the Exchange programme
- Ensure efficient administrative support for the Erasmus programmes
- Act as first point of contact for internal and external queries relating to these programmes.

- Support admissions for the Exchange Programme, liaise with students, international partners, external providers and internal departments on module queries and other queries that may arise
- Use the Agresso system to process cheque requisitions, expense claims and purchasing including invoicing
- Answering queries arising from the programmes and liaise with internal departments (e.g. Registry, Finance, SS&D) or referring them to the relevant contact point.
- Maintenance of routine Exchange accounts and HEA reports, numerical work including the preparation of statistical material.
- Assist in the coordination of events related to International Programmes; assist staff with event preparation; coordinate meetings with students
- Provide excellent student support to students serviced by the International Office
- Provide administrative support to the Head of International Office and other members of the International Team as required
- Maintain appropriate records and files
- Assist in representing DCU during official visits and international travel as required
- Taking part in any other duties which may be deemed necessary by the Head of International Office and the Staff and Student Mobility Coordinator

Qualifications and Experience

Candidates must have a Leaving Certificate or equivalent, have successfully completed a recognised secretarial course and have at least three years relevant work experience. Strong customer service skills are essential and experience working in an international environment is desirable. Candidates will ideally have strong organisational and interpersonal skills, proficiency with IT programmes and the ability to work under pressure. Ideally, applicants should be familiar with international education and experience of providing programme or project administration in an academic and / or international environment would be a distinct advantage.

In addition the successful candidate will have:

- Experience in customer-service
- Excellent administrative skills
- Experience with student support within an academic institution
- Good IT skills
- Excellent communication and people skills
- 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
- The ability to develop and maintain good working relationships with colleagues and others, both within and outside the organisation.
- The ability to work well with colleagues in a supportive manner, share tasks & information. And show respect for the contribution of others.

- **The ability to** continuously strive to achieve high standards in the completion of tasks in his/her approach to working with people.
- The ability to communicate in a clear manner and actively listens and engages to gain understanding.

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: €26,737 - €33,543

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

Closing Date: 19th October 2018

Application Procedure

Application forms are available from the DCU Current Vacancies website at <http://www.dcu.ie/hr/vacancies/index.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: Job Ref 1023 International Programmes Assistant (Mobility) - Grade II

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

Dublin City University is an equal opportunities employer.