



International Office
International Programmes Coordinator (Grade III)
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.

The DCU International Office will move to the All Hallows Campus during this year. 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

A position has arisen for an International Programmes Coordinator within the International Office. The International Programmes Coordinator will report directly to the International Recruitment Officer.

S/he will provide administrative support to the International Office and will assist in its promotion to an international audience with a specific focus on Study Abroad and Summer Schools. In addition the, the successful candidate will provide administrative assistance for all activities undertaken by the International Office which cover the areas of Federal Aid, Customer Service, Study Abroad Programme and direct student recruitment.

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 international students 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:

- Administer the Federal Aid system for DCU including all interactions with the US Govt.
- Work with the Study Abroad Co-Ordinator to develop and promote Summer Schools

- Develop Marketing information for Study Abroad and Summer Programmes
- Link with external providers of International programmes
- Ensure efficient administrative support for International Office activities with a focus on Study Abroad and Summer Schools
- Responsible for administering the associated email accounts
- Support admissions for the Exchange Programme and the Study Abroad Programme, liaise with students, international partners, external providers and internal departments on module queries and other queries that may arise
- Maintenance of routine School/Unit accounts, 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 Study Abroad Programme Coordinator

Qualifications and Experience

Candidates must have a Leaving Certificate or equivalent, have successfully completed a relevant recognised qualification (NFQ level 5 or higher) and have at least five years relevant work experience. Strong customer service skills are essential. 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
- 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.

The competencies required for this post are:

Building and Maintaining Relationships: Has the ability to develop and maintain good working relationships with colleagues and others, both within and outside the organisation.

Team Working: Works well with colleagues in a supportive manner to share tasks and information. Shows respect for the contribution of others.

Personal Effectiveness/Excellence: Continuously strives to achieve high standards in the completion of tasks in his/her approach to working with people.

Communication: Communicates in a clear manner and actively listens and engages to gain understanding.

Salary Scale: *€31,107-€40,718

Appointment will be commensurate with qualifications and experience.

Closing Date: 13th January 2017

Application Procedure:

Application forms are available from the DCU current Vacancies (open competitions) website at <https://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resource Department, Dublin City University, Dublin 9. 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 # 452 International Programme Co-Ordinator-Grade III

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