



**External and Strategic Affairs**  
**International Office**  
**International Programmes Assistant (Grade II)**  
**(Three Year Post)**

**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 Assistant within the International Office. The International Programmes Assistant will report directly to the International Programmes Coordinator. S/he will provide administrative support to the International Office and will assist in its promotion to an international audience. The person will provide administrative assistance for all activities undertaken by the International Office which cover the areas of Customer Service, Exchange Programme, 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:

- Ensure efficient administrative support for International Office activities
- Responsible for administering the mail International Office email accounts
- Provide support at student advice desk
- Act as first point of contact for internal and external queries
- 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 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 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:** €26,210-€32,882

***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:** 17<sup>th</sup> May 2017

**Application Procedure**

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: Insert [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #540 International Programmes Assistant-Grade II.

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