



DUBLIN CITY UNIVERSITY
DCU Institute of Education

School of Language, Literacy and Early Childhood Education
School Assistant (Grade II) - FT permanent

Background

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress.

The DCU Institute of Education is the newest faculty of Dublin City University. It is based in a state of the art facility on the DCU St Patrick's Campus in Drumcondra in Dublin. Established in 2016 as Ireland's first University Faculty of Education, it has a staff of more than 130 full-time academics and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood, to primary and post primary and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes, at doctoral, masters, diploma and certificate levels.

The Institute has a student body of approximately 4,500, 3,500 of whom are on programmes with a substantial school placement element. The Faculty currently delivers six undergraduate and 21 taught postgraduate programmes and has an academic staff of 130 in six interdisciplinary schools.

Overview of the role

The successful candidate will be assigned to the School of Language, Literacy and Early Childhood Education (LLECE) and will work collaboratively with colleagues in other schools and across IoE. LLECE is located on St Patrick's campus.

The school assistant acts as a first point of contact for staff and students of the School and for members of the public. He/she also provides clerical support for the teaching, research and other activities of the School. The school assistant for LLECE will also support events and assist with administering residencies.

The school assistant's direct line management reporting is to the Schools Support Coordinator with day to day task allocation and direction provided by the Head of School. He/she will work closely with other faculty and school colleagues and with units across the University, including Registry, the Estates Office, Information Systems Services (ISS) and Finance.

Duties and Responsibilities

1. Act as the first point of contact for the school, including for staff and students of the school:
 - (a) Address routine student queries and provide students with information on assignment submission, timetabling and other relevant activities;
 - (b) Advise school staff on administrative processes and communicate any queries or issues as appropriate;
 - (c) Address queries from prospective students, careers advisers, parents others.
2. Provide support to the Head of School, to include:
 - (a) Maintain school records;
 - (b) Minute and make arrangements for school meetings;
 - (c) Update school website content;
 - (d) Arrange meetings, interviews and events including room bookings, catering and travel;
 - (e) Assist with marketing of schools programmes at fairs and information event.
3. Provide routine finance administration support, to include processing orders, checking invoices, confirming deliveries.

4. Support the Head of School and other school staff in organising events and performances.
5. Work closely with other school assistants and faculty colleagues to improve customer service and administrative processes; alert the appropriate faculty administrator when issues or difficulties arise; communicate key deadlines and information to school staff.
6. Participate in any relevant training and quality review processes.

Experience, Skills and Qualifications

Candidates must hold a leaving certificate or equivalent, a recognised secretarial course and three years relevant experience, preferably in a third level environment. Customer service experience is desirable. Candidates should have strong organisational skills together with good interpersonal skills, and the ability to work under pressure and to tight deadlines. They should have good communication, administrative and computing skills.

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: 2nd January, 2018

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 7005149. Please clearly state the role that you are applying for in your application and email subject line: Job Ref #729 School Assistant (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