



Dublin City University
International Office
International Assessment Officer - Grade IV
Permanent

The University and the International Office

Dublin City University is a university of transformation and enterprise, and is widely recognised as a dynamic and innovative institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing university and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus). With five campuses in total (three focussed on Academic matters, one on Innovation, and one on Sports) in close proximity, DCU now has a substantial footprint in the Glasnevin-Drumcondra region of North Dublin.

The University is committed to internationalisation and to the development of international strategic alliances. The International Office, under the leadership of the Office of External Affairs, is responsible for developing and delivering the University's commitment to internationalisation.

The International Office is involved with many activities that result in the recruitment of international students, the assessment of their applications, and the coordination of students for participation in exchange programmes worldwide. Amongst its many activities, the Office is also responsible for the promotion of DCU at international events and the support 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 Role

The International Assessment Officer is part of the Recruitment and Assessment team which comes under the remit of the Global Recruitment Manager. It is based at the All Hallows Campus of DCU. The role will be involved in both the assessment of applications (from international foundation, undergraduate and postgraduate students) and international fee assessment.

The successful candidate will have responsibility for shaping the workings of the assessment team and will work closely with colleagues in the International Office to ensure that administrative processes from application to offer are in line with best practice. It is essential that International Office management and Faculty management have clear metrics with regard to applications and offers in order to maximise conversion rates to DCU programmes.

Specific Duties:

The successful candidate will work closely with other members of the International Office, Academic Registry, Fees team, Student Support and Development, and Academic Co-ordinators. The duties & responsibilities of the role will include, but are not limited to, the following:

- Liaise with academic colleagues to continuously advise, manage and review the international entry requirements and English language requirements by country to DCU programmes.
- Serve as a point of contact for NARIC, TOEFL and IELTS
- Responsible for the assessment of applications from international undergraduate and postgraduate students.
- Responsible for making admission decisions for applicants that meet the academic requirements at DCU to pursue one of the pathway options available to them:
 - Direct Entry
 - Foundation
 - Pre-sessional
 - Evaluate applications for DCU's Merit Scholarship Programme
 - Assessment of fee status
- Manage the communication channels with colleagues in the International Office and internal stakeholders to provide information on:
 - Programme provision and requirements
 - Liaise with Programme Chairs where necessary
 - Ensure deadlines around offer acceptances are met
 - Maintain detailed records of the student pipeline and provide regular reports to International Office management, Faculties and internal/external stakeholders.
- Responsible for liaising with Faculties and units within the institution (Registry, Finance, SS&D, Faculty & School) to ensure all aspects of assessment, offer, and acceptance of offers is managed in a timely and efficient manner.
- Responsible for advising prospective applicants and parents on DCU's undergraduate and postgraduate application and admissions processes.
- Responsible for identifying mechanisms to automate existing manual administrative processes.
- Provide direction in terms of administrative processes needed to ensure timeframes for decisions are as responsive as possible.

As the requirements of the students and the environment change, flexibility in relation to duties is essential. The outlined duties and responsibilities are therefore merely indicative of the type of work involved in this role.

Key Competencies

Building & Maintaining Relationships

The successful candidate must have the ability to develop and maintain good working relationships with colleagues and others in a supportive manner, within and outside the organisation. Also required is the ability to show respect for the contribution of others. He / She requires experience of working successfully in a team environment.

Communication

The successful candidate must have the ability to communicate in a clear manner and actively listen and engage to gain understanding. Also required is the ability to use a variety of communication methods in a professional way and appropriate to the audience. He / She will have the ability to communicate the demands of the task at hand to relevant stakeholders in an engaging and convincing manner, in order to progress the project effectively.

Personal Effectiveness and Excellence

The successful candidate must have the ability to continuously strive to learn about how things are done, why they are done that way, how they can be improved upon and how the role impacts on everything. Also required is effective sharing of information, planning, organising and management of workload skills. He / She will strive to achieve the highest standards in the completion of tasks, and will have effective time management skills and the ability to multi-task and prioritise in a busy deadline driven work environment.

Problem Solving and Decision Making

The successful candidate must have the ability to demonstrate the capacity to analyse and interpret information, to identify key issues when solving problems, and knowing when to consult with others, to inform decision making.

The successful candidate will have:

- A primary degree and a minimum of 3-years relevant experience at the appropriate level
- Knowledge of international assessment processes for HEI programmes
- Commitment to fostering cultural diversity amongst the student body
- The ability to work in a diverse, busy environment
- Flexibility regarding working hours
- Financial analytical skills
- Possess accurate computational and reporting skills
- The position requires professionalism
- The candidate must be self-directed and able to use judgement in determining whether applicants meet requirements for admission to DCU.
- Applicants must have the ability to assess workload, in order to organise and prioritise their work to meet deadlines with efficiency and accuracy

Salary Scale: €35,321 - €52,791

Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the Administrative Assistant salary scale in line with current Government pay policy.

Closing Date: 11th February 2019

Informal enquires: Informal enquiries should be directed to the Global Recruitment Manager, International office: bridget.carey@dcu.ie Please do not send applications to this email address, instead apply as described below.

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](tel:+353017005149).

Please clearly state the role that you are applying for in your application and email subject line: **Job Ref #1107 International Assessment Officer.**

Applications should be submitted by email to hr.applications@dcu.ie 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; Email: Insert hr.applications@dcu.ie

Dublin City University is an equal opportunities employer