



Registry

Records Officer (Permanent)

Administrator I

The Registry is a busy and dynamic office environment with responsibility for the management and delivery of services to the University community which include student admissions, registration, records, examinations and graduation. The University's room booking function also form part of Registry services. Registry operates an Information Services Reception Area and dedicated telephone and email facilities for all students. In the academic year 2016/17 it is expected that Registry will be providing such services to close to 16,000 students. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisational structure of the Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

Registry now is seeking to recruit a Records Officer. The individual will be primarily located on the DCU Glasnevin campus but may be required to move between any of the DCU campuses. This is a senior post which comprises overall responsibility for student records and the academic programme structures information on the University student record system. The post-holder will act as the primary escalation point within Registry for complex student record and programme academic structure queries (for both taught and research programmes).

Duties and responsibilities include, but are not confined to, the following:

- Identifying user developments to the student record system for Registry which are necessary to ensure the system continues to adequately support the University's academic programmes in addition to supporting the recording and retention of relevant student information.
- Implementing developments and other changes to the student record system which are necessary to support policy and regulatory decisions made by University Committees (e.g. Education Committee, USC, GRSB & Academic Council) in partnership with the relevant technical support teams within the University.
- Providing assistance and advice to colleagues in faculties and other units when drafting linkage agreements with other HEIs, joint awards and/or with new programme development proposals.

This will entail mapping the student life cycle from application through to graduation and completing a full assessment of the impact of the agreements, awards and developments on the set-up of programme structures and the student record.

- Supporting high level Registry activities e.g. acting as Progression and Award Board (PAB) Secretary, assisting with assessing and approving Post PAB amendments, defining exit awards and credit transfers.
- Managing and supporting the annual programme academic structure process. Acting as the Registry advisor to faculties about how the student record system can support academic programme development decisions. Working in collaboration with faculties and I.S. teams to implement any modifications to the student record system.
- Monitoring the transfer of information from other systems to the student record system and from the student record system to other systems (e.g. CAO and PAC), which will include working closely with University Business Analysts on the transfer of such information.
- Managing the validation and retention of active student records in line with approved procedures and policies on the retention and archival of records. Providing high level support for complex structure and record related matters prior to and during the annual student registration process.
- Responsibility for developing mechanisms and protocols for categorising students, including responsibility for ISCED coding in conjunction with relevant Information Systems staff.
- Assisting with generating and monitoring reports which support key Registry processes e.g. validating academic structure, registration records and managing the graduation records and reports for the planning of University conferring ceremonies.
- Representing Registry on internal and external working groups. This may include chairing meetings, drafting reports and delivering presentations.
- Responsibility for maintaining operational efficiency by controlling the volume of records created and stored within Registry and ensuring effective and economical management of Registry records to include database, paper and electronic records.
- Identifying and implementing best practice solutions to the delivery of Registry services, in consultation with the Registry management team.
- Any other duties which may be assigned from time to time by the Director of Registry or her nominee. The range of duties and responsibilities of the post- holder will be subject to change.

Experience and Qualifications

Applicants must possess:

- A primary degree or equivalent (NFQ Level 7)
- A minimum of five years recent and relevant experience preferably in a higher education environment.

- Direct experience of working with and leading project groups.
- Experience of managing a team.
- Experience of working with a wide range of systems and a clear understanding of the application of systems in a Registry environment.
- Proven ability to work with IS personnel on the implementation of system developments.

The successful candidate will be able to demonstrate evidence of:

- Advanced process management skills.
- Excellent written and verbal communication skills.
- Strong interpersonal skills and an ability to build and maintain excellent working relationships.
- Strong analytical and problem solving skills.
- Good negotiation skills combined with the ability to work with many different people.
- Advanced IT skills, which include identifying and implementing system enhancements and developments.
- Working knowledge of legislation regarding data protection and freedom of information.
- Detailed knowledge of Registry processes and policies would be an advantage.

Salary Scale: * €49,967 - €68,393 per annum

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

Closing Date: 31 August 2016

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) 1 700 5149.

Please clearly state the role that you are applying for, including the job reference, in your application and email subject line; Ref #397 Registry Records Officer

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, Dublin 9

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