JOB DESCRIPTION

Administrator (Grade III)

Research Centre National Anti-Bullying Research and Resource Centre

UNESCO Centre for Tackling Bullying in Schools and Cyberspace

Fixed Term Contract of 36 months (full-time)

Role Overview

ABC – National Anti-Bullying Research and Resource Centre is a University Designated Research Centre within DCU’s Institute of Education. It recently received the prestigious status of UNESCO Chair in Tackling Bullying in Schools and Cyberspace. The Centre is dedicated to the study of bullying behaviour/online safety in schools and workplaces and to the development of resources and training to support employers, employees, schools, teachers and parents to prevent and intervene in bullying situations and to promote online safety. ABC leads the field of research, resource development and training in tackling bullying and online safety in Ireland and is an internationally recognised centre of excellence in bullying research.

We are currently seeking two Grade III Secretaries (full-time and part-time) who will be positioned within the National Anti-Bullying Research & Resource Centre. These posts are funded by an external donation. The successful candidates will have a diverse role across different projects within ABC, playing a key administrative role. S/he will also work directly with schools, advising them on a multitude of enquiries via email, telephone or walk-in. The post-holders will report directly to the Centre Director and ABC’s Project Manager.

Duties and Responsibilities

The post holders will be accountable for all back office duties pertinent to ABC, including central billing, ordering through Agresso, documentation management, event management, information distribution to ABC staff, web editing via Drupal and monthly leave records. S/he will also play a key front-facing customer service role, administering ABC’s email account and phone-line, and informing staff, teachers, principals and parents about ABC related activities.

The duties and responsibilities attaching to the post include but are not restricted to the following:

Financial Administration

- Coordination and preparation of all financial transactions and accounts for ABC including purchasing, dealing with invoices, raising purchase orders and working on Agresso

Administration
• Providing information to schools regarding training and relevant programmes
• Answering queries via email, telephone and walk in
• Event management for centrally organised workshops and events
• Working closely with Human Resources (HR) to ensure the efficient administration of contracts, Garda clearance for staff/tutors and volunteers
• Maintaining appropriate files and records including ABC’s database
• Providing administrative assistance to ABC project teams
• Liaising with Schools, Faculties and Units (e.g. Finance, Human Resources, Registry, Estates and ISS) regarding assistance for the activities of ABC
• Undertaking any other duties that may be assigned by the Centre Director/ Project Manager
• Operating computerised or manual procedures and systems (Agresso, Core, Drupal, Loop (Moodle), ITS Student Management System).
• Assisting in the coordination of school visits, presentation requests and speaker requests
• Assisting with the production of promotional literature for ABC
  • Database management, updating school lists, compiling information for monthly newsletters
  • Day-to-Day administration duties such as minute taking, filing, stationary orders
• Maintaining and assisting with the updating of ABC standard operating procedures, forms and training manuals.

Qualifications and Experience:
Essential:
• At least three years’ experience in a customer-facing office environment,
• Experience dealing with Agresso and dealing with financial transactions,
• Excellent administrative skills and must be capable of working in a busy, diverse environment with a proven ability to react swiftly and effectively to unexpected situations and queries,
• Excellent communication skills,
• A high level of IT Skills, in particular experience with Drupal, Agresso and Microsoft Office,
• Competent and proven event management experience,
• Experience working with confidential and sensitive data.

Desirable
• Knowledge of anti-bullying programmes,
• Knowledge/experience working with schools,
• Experience working with volunteers/student ambassadors/interns.

Competencies:
The post holder will be assessed on the following competencies:

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

Personal Effectiveness/ Excellence: Continuously strives to achieve high standards in the completion of tasks and in approach to working with people.
**Knowledge of the process & IT:** Demonstrates excellent IT skills. This includes an excellent knowledge and application of MS packages, Google apps, CRM and IT systems including Drupal and Agresso.

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