



DUBLIN CITY UNIVERSITY
DCU Institute of Education
School of STEM Education, Innovation and Global Studies
School Assistant (Grade II) Permanent

Introduction

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 28 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.

Overview of the role

The successful candidate will be assigned to the School of STEM Education, Innovation and Global Studies (SEIGS) and will work collaboratively with colleagues in other school offices and across the faculty. SEIGS 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's direct line management reporting is to the Assistant Faculty Manager or nominee 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 escalate any queries or issues as appropriate;
 - (c) Address queries from members of the public.
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.
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. She/he should have good communication, administrative and IT skills.

Salary scale €26,737 - €33,543* (Grade II)

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

Closing Date: 7th December 2018

Informal enquiries

Informal enquiries may be addressed to Maeve.Fitzpatrick@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) 1 700 5149.

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.

Please clearly state the role you are applying for in your application and email subject line:

Job Ref #1050: School Assistant (Grade II)

Dublin City University is an equal opportunities employer