



**DUBLIN CITY UNIVERSITY**  
**DCU Institute of Education**  
**School Assistant (Secretary Grade II)**  
**(One permanent full-time post and**  
**one half-time post, fixed-term contract of up to 2 years)**

**Background**

The DCU Institute of Education (IoE) is the first faculty of education in an Irish university. It was constituted by the incorporation of St Patrick's College, Drumcondra (SPD), Mater Dei Institute of Education (MDI) and Church of Ireland College of Education (CICE) into Dublin City University (DCU) and was fully established in September 2016.

This is a major development of international significance. The Institute is Ireland's largest centre of expertise in education and offers programmes across the continuum from early childhood through primary and secondary to further and higher education.

IoE is based in a €70 million purpose-built facility on DCU St Patrick's Campus, Drumcondra and it has a student body of approximately 4,500, 3,500 of whom are on programmes with a substantial placement element.

The Faculty currently delivers six undergraduate and 21 taught postgraduate programmes and has an academic staff of 130 in six interdisciplinary schools: School of Arts Education and Movement, School of Human Development, School of Inclusive and Special Education, School of Language, Literacy and Early Childhood Education, School of Policy and Practice and School of STEM Education, Innovation and Global Studies.

The administrative support across the six schools sits with the IoE Faculty Administration team.

**Overview of the role**

The successful candidate(s) will be part of the IoE Faculty Administration team and will work collaboratively with colleagues across various schools. 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 will also support events and assist with administering residencies.

The School Assistant's direct line management reporting is to the Assistant Faculty Manager or his/her nominee, with day to day task allocation and direction provided by the respective 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**

Duties and responsibilities of the role include, but are not limited to the following:

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) Make arrangements for school meetings; prepare agenda, circulate papers and take minutes at the 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
  - (f) Diary management/coordination
3. Administrative assistance/ secretarial work - General office duties including use of Microsoft packages (including Word, Excel and PowerPoint), filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom, printing stationary
  4. Provide routine finance administration support, to include processing orders, raising purchase orders, checking and processing invoices, confirming deliveries, processing travel and expense claims and updating systems as appropriate
  5. Event management/ coordination - support the Head of School and other school staff in organising events and performances.
  6. Maintain files and records in both paper and electronic format
  7. 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.
  8. Liaise closely with colleagues and staff across the IoE and across the wider University, as appropriate
  9. Participate in any relevant training and quality review processes.
  10. Undertake any other duties that may be assigned by the Assistant Faculty Manager or his/ her nominee and the Head of School.

### **Experience, Skills and Qualifications**

Candidates must hold a leaving certificate or equivalent, a recognised secretarial course/qualification 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. He/she should have good communication, administrative and computing skills. The successful candidate(s) will be proficient in MS Office packages. Experience of Agresso and Core Expenses would be an advantage. Flexibility in approach to workload and the ability to take responsibility for his/ her workload is also required.

**Salary Scale:** €26,472 - €33,211\*

\*Appointments 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:** 21<sup>st</sup> March, 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:**

**School Assistant (Grade II) Permanent Full-time Job Ref #809**

**School Assistant (Grade II) Half-time Fixed-term contract of up to 2 Years Job Ref #810**

Applications should be submitted by email to [hr.applications@dcu.ie](mailto: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](mailto:hr.applications@dcu.ie)

***Dublin City University is an equal opportunities employer***