



Dublin City University
Student Support & Development
Secretary, Grade II
Student Advice Centre
(2 Permanent Posts)

Student Support & Development (SS&D) provides professional, academic and personal support and development opportunities to students in DCU and is a busy and diverse Unit which includes the Student Advice Centre, the Careers Office, Counselling & Personal Development, the INTRA work placement Office, Student Learning, the Student Health Centre, the Disability & Learning Support Office, the Access Office and Chaplaincy. Further information on SS&D can be found at: <http://www.dcu.ie/students/index.shtml>.

We are seeking to fill two roles in the Student Advice Centres, across our campuses. These roles are ideally suited to candidates who thrive in a busy customer service environment and have strong administrative skills. The successful candidates will primarily be based in one location but they will be required to move across any of the DCU campuses.

Post holders will be responsible for frontline customer service, dealing with student and staff queries via email, telephone and walk-in. The successful candidates will work with the team in the Student Advice Centre and provide administrative support to senior members of staff in the Student Advice Centre, the Deputy Director and Director of Student Support & Development.

Duties and Responsibilities:

The duties and responsibilities of the position include, but are not restricted to the following activities:

- Frontline customer service in the Student Advice Centre, dealing with student and staff enquiries and enquiries from the public via email, telephone and walk-in
- Administrative support for the Offices of SS&D, which include Access, Disability & Learning Support, Careers, Counselling and Personal Development Service, Student Learning and Financial Administration
- Referring students to relevant colleagues in SS&D
- Making appointments for the Student Advisers, Access Officer, Disability Officer, Financial Administrator and Careers Advisers in SS&D
- Upkeep of the information stands and notice boards around the campus and the Student Advice Centre information stands, ensuring all information is current and displayed in an orderly fashion

- Up-dating the SS&D Plasma Screens and creating Posters for marketing events
- Completing data entry using University systems
- Administrative assistance for the Financial Assistance Fund
- Assistance with Orientation and co-ordinating events
- Assistance with Counselling registrations
- Assistance with Social Media campaigns
- Cross-unit collaboration when relevant and required
- General office duties including filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom
- Other duties which may arise in the course of the daily operations of the Student Advice Centre and upon request from the Head of Unit, Director or Deputy Director of SS&D.

Roles may change in line with Unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur and carry out duties as assigned by the manager, Deputy Director or Director of SS&D.

Qualifications and Experience:

Candidates must hold a Leaving Certificate, a recognised secretarial qualification (NFQ level 5) or equivalent and have at least *three years'* relevant experience in an office environment.

Alternatively candidates must hold *five years* relevant experience in an office environment and a recognised secretarial qualification (NFQ level 5) or equivalent (without a Leaving Certificate).

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In addition, the successful candidate will:

- Have experience of working in a frontline customer service environment, in third level or education
- Have experience supporting multiple units or departments
- Have strong IT skills and a proven ability to work with new systems
- Have excellent communication and interpersonal skills
- Be flexible and used to working as part of a team and, when required, independently
- Have experience with event coordination
- Have good judgement and the ability to react to situations as required

Salary scale: €26,472 - €33,211*

**Appointment 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: 21st June 2018

Informal Enquiries:

Informal enquiries may be addressed to Ms. Annabella Stover, Deputy Director of Student Support and Development, Annabella.stover@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.

Please clearly state the role that you are applying for in your application and email subject line: Job Ref 916.

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

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