



**Dublin City University**  
**Student Support & Development**  
**Secretary, Grade II**  
**Student Advice Centre**  
**Fixed Term One Year Contract**

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, Counselling & Personal Development, the INTRA work placement office, the Sports Development Office, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter Faith Centre. Further information on SS&D can be found at: <http://www.dcu.ie/students/index.shtml>.

A role has recently become available in the Student Advice Centre in Student Support & Development. It is ideally suited to a candidate who thrives in a busy customer service environment and has strong administrative skills. The role will primarily be based on the DCU St Patrick's campus but the successful candidate may be required to move across any of the DCU campuses.

The post will be responsible for frontline customer service, dealing with student and staff queries via email, telephone and walk-in. The successful candidate 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 and Financial Administration Referring students to relevant colleagues in SS&D
- Diarising for the Student Advisors, Access Officer, Disability Officer, Financial Administrator and Careers Advisor in SS&D
- Upkeep of the information stands and notice boards, ensuring all information is current and displayed in an orderly fashion (or tidily)
- 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
- General upkeep of Student Advice Centre
- General office duties including filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom
- Cross-unit collaboration when relevant and required
- Other duties which may arise in the course of the daily operations of the Student Advice Centre

**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. The successful candidates will have a high level of IT proficiency / MS Office and excellent customer service.

The successful candidate will have excellent communication skills. They must be highly organised, flexible and be used to working as a team member and on their own initiative. S/he will be expected to work well with young people and be empathetic to the pressures experienced by students in a third level environment.

**Salary scale:** €26,210 - €32,882

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:** 30<sup>th</sup> June 2017

**Informal Enquiries:**

Informal enquiries may be addressed to Ms. Annabella Stover, Deputy Director of Student Support and Development, [Annabella.stover@dcu.ie](mailto: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 591 Secretary Grade II – Student Advice Centre.

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)

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