



International Office
Senior Mobilities Officer
Permanent Contract (Grade V)

The University

Dublin City University is a university of transformation and enterprise, and is widely recognised as a dynamic and innovative institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing university and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus). With five campuses in total (three focussed on Academic matters, one on Innovation, and one on Sports) in close proximity, DCU now has a substantial footprint in the Glasnevin-Drumcondra region of North Dublin.

The University is committed to internationalisation and to the development of international strategic alliances. The International Office, under the leadership of the Office of External Affairs, is responsible for developing and delivering the University's commitment to internationalisation.

The International Office is involved with many activities that result in the recruitment of international students and the coordination of students for participation in exchange programmes worldwide. Amongst its many activities, the Office is responsible for the promotion of DCU at international events and the support of international students – both at the pre-arrival stage and upon arrival at DCU – and acts as a 'one-stop-shop' for queries of various natures.

Function

This post holder will be responsible for developing and delivering student mobility (inbound and outbound) within the context of the wider International Office team, working with teams in Faculties and in Professional Services ensuring outcomes are aligned to the University's strategic aims. The post holder will role model leadership and lead a cohesive and influential mobility function. He/she will identify business risks and opportunities, and provide flexible, innovative solutions that will deliver on identified objectives. He/she will continually evaluate their own impact, and the overall function, in order to improve as a professional and drive sustainable performance.

Working as part of a dedicated team, the role will provide comprehensive administrative support in all mobility related activities, as determined by the Director of the International Office. This focus may change over time with the development and expansion of the Office. The successful candidates will be expected to represent DCU at events (home and abroad) and to spend time travelling overseas.

Relationships

The Senior Mobilities Officer will report operationally to the Global Recruitment Manager and will liaise closely with the Director of the International Office, International Office staff, colleagues within offices of the Office of the Vice President for External Affairs, and the wider University community (Faculty Offices, Registry, etc.).

Main Duties and Responsibilities

1. Supervise, monitor and support the mobilities team within the International Office. Plan and organise regular mobility team meetings.
2. Work across the University to deliver an international mobility function supportive of meeting University objectives and deliverables. Ensure these deliverables are produced in a timely manner and meet quality expectations.
3. Responsible for the coordination and operation of all mobility programmes operating under the auspices of the International Office.
4. Ensure appropriate administrative support is provided for further international mobility programmes and initiatives across the University.
5. Identify and drive forward opportunities to establish new partnerships and improve existing ones.
6. Work independently of the IO management team and solve varied problems in relation to their area of responsibility. Make informed decisions on operational matters including prioritising competing demands and managing competing deadlines.
7. Responsible for working collaboratively with colleagues across the University to ensure mobility targets are reached, this will need to be done in the context of recruitment needs being met. The successful candidate will be part of the IO team who together will develop shared insights, priorities and activities as part of the internationalisation plans and strategy.
8. Convene periodic meetings of the Programme Board, as required. Liaise with Programme Chairs/Faculty Managers regularly to ensure adequate information and support has been provided. In addition the successful candidate will need to work closely with colleagues across other units (i.e. Registry Office, Faculty Offices, Finance Office, etc.) to implement and monitor processes across the full range of activity, to include promotion, registration, admissions, induction and support.
9. Maintain effective customer relationship management for prospective and current international partners, prospective students, nominated agents and representatives and other stakeholders.
10. Develop and maintain processes and systems to enable the smooth running of international partnerships in conjunction with recruitment and admissions processes

11. Responsible for the administration of systems, and the administrative and financial reporting, related to mobility programming. Ensure that records, databases and management information systems are up to date and maintained accurately.
12. The successful candidate will need to be available to liaise with external international stakeholders– institutional partners, government and funding bodies, Education Ireland, and other professional organisations as assigned by the Director.
13. Along with other IO team members ensure coordination of internal visits by international partners.
14. Contribute to the development of operational policy and service as appropriate, including the strategic aims and objectives of the department.

The International Office is constantly improving and all IO professionals are expected to engage in alternative roles in other areas of the IO or the wider University, for personal and professional growth or where it may be operationally required. Any other duties may be assigned by the Global Recruitment Manager, the Director of the International Office or the Vice President of External Affairs.

The role requires flexibility, initiative, resilience, the ability to work out of hours and weekends with notice.

Requirements:

1. Candidates must hold an appropriate third level qualification and have three years' experience working in a relevant area (examples would include mobility, project management, marketing, higher education, etc.).
2. Knowledge of the Irish higher education sector, including mobility processes and infrastructure, and the experience of international student mobility programming would be advantageous.
3. Demonstrate significant experience of operating nationally and internationally with a strong cultural awareness.
4. Proven track record of exercising sound judgement and decision-making on a variety of administrative and academic matters.
5. Excellent understanding of the administrative processes, to include academic information management systems, registration, enrolment, assessment, examination boards, and learning agreements.
6. Evidence of effective leadership, management and supervisory roles are essential. Able to provide guidance to others and work well within a team.
7. Effective communication (oral and written) skills including negotiation, persuasion and influencing colleagues and stakeholders.
8. Expertise of coordinating large, multi-functional teams, and/or projects.

9. Experience of financial reporting and budgeting.
10. Evidence of an outward looking and future focussed approach, using professional networks to identify trends and innovative approaches that will inform the mobility planning.
11. Evidence of providing high quality customer care focusing on the delivery of a personalised and positive experience. Exceptional stakeholder relationship management and customer service skills and the ability to work across complex boundaries and locations.
12. Evidence of working collaboratively with colleagues and senior leaders, where shared insights, priorities and activities have been developed as part of the plan and strategy.

For further information on general aspects of this position or Informal enquiries, please contact:

Mr. Paul Smith, Director of International Office, email: paul.smith@dcu.ie

Salary Scale: €47,386 - €57,099

Closing Date: 31st October 2018

Application Procedure

Application forms are available from the DCU Current Vacancies (Internal 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](tel:+353(0)17005149).

**Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #1024 Senior Mobilities Officer, International Office**

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: [+353 \(0\)1 7005500](tel:+353(0)17005500) or by post to the Human Resources Department, Dublin City University, Dublin 9.

Dublin City University is an equal opportunities employer