



Dublin City University
Registry Assistants – Grade II (2 posts)
Fixed Term Contract up to 9 months

Introduction

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic 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. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the world's young universities (QS top 50 under 50). DCU is Ireland's fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick's Campus and DCU All Hallows campus.

DCU Registry

The Registry is a busy and dynamic office environment with responsibility for the management and delivery of services to the University community which include student admissions, registration, records, examinations and graduation. The University's room booking function also forms part of Registry services. Registry operates two Information Services Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisation structure of the Registry, including its responsibilities can be found at <http://www.dcu.ie/registry/index.shtml>.

Indicative Duties and Responsibilities:

The successful candidate will be responsible for the provision of information to current and prospective students, staff and the public while assisting with the co-ordination and delivery of core Registry activities. The post-holder will be required to work across campuses at various times during the academic year. The information below provides an indication of the type of duties associated with the post. Indicative duties can change over time.

- Provision of Customer Service Support to all enquirers to the Registry including answering queries from staff, students, prospective students and parents. Such queries are dealt with through face to face contact at the Registry public Information Point, by Telephone, E-mail and Letters.
- Administrative work including the use of the University student database system; inputting, retrieval and validating of student information.
- Working as part of a busy team, liaising closely with team colleagues.
- Liaison with staff across the University e.g., Student Fees Office, Faculty Offices, Teaching staff, Estates, Student Support & Development, Information Systems & Services Department, International Office, Graduate Studies Office.
- Responding to administrative requests from students e.g., posting of DCU prospectus, producing letters, confirming registration status, issuing transcripts.
- Assisting with the preparation for key Registry projects e.g. Admissions, Academic Structures, Registration, Examinations, and Graduation.

- Assist with the provision of self-administered services for students from the Registry e.g., on-line registration / progression for students.
- Checking of documentation submitted by students and liaison with Programme Board Chairpersons.
- Making and receiving telephone calls, sorting of departmental post, booking rooms, assisting with E-Vetting process, organising meetings and taking minutes at meetings, ITS Secretary at Progression and Award Boards.
- Participating in relevant training.
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.

The above attempts to outline in a broad sense the range of duties associated with a Registry Assistant Grade II post. However other duties may arise as the requirements of Registry and students change over time.

Experience and Qualifications:

Applicants must hold a Leaving Certificate or equivalent, a recognised Office Administration Course and a minimum of three years relevant office experience.

The Successful Candidate should have:

- Experience in customer service
- Excellent administrative and secretarial skills
- Excellent IT skills, experience working with large databases would be an advantage
- Good organisational skills
- The ability to multi-task
- Flexibility in approach to workload
- The ability to take responsibility for one's own workload
- An interest in learning new processes and systems

Note: A Registry Assistant (Grade II) panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Registry Assistant (Grade II) fixed term contract role which arises in the future. This panel will expire six months following the date of interview for this competition.

Salary Scale: €27,004 - €33,543* (Grade II)

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

Closing Date: 4th July 2019

Application Procedure

Application forms are available from the DCU Current Vacancies 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:+353017005149).

Please clearly state the role that you are applying for in your application and email subject line: Job Ref: #ST1237 DCU Registry Assistant - Grade II

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: [+353 \(0\)1 7005500](tel:+353017005500) 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

Dublin City University is an equal opportunities employer