JOB DESCRIPTION

Student Support & Development
Secretary, Grade II
Student Advice Centre
(3 year fixed term contract)

Introduction
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.

Role Overview
We are seeking to fill a role in the Student Advice Centre. This role is ideally suited to a candidate who thrives in a busy customer service environment and has strong administrative and communication skills. The successful candidate will primarily be based in one location, but they will be required to move across any of the DCU campuses.

The post holder will be responsible for frontline customer service, dealing with students and staff via email, telephone and walk-ins. They will work with the team in the Student Advice Centre and provide administrative assistance to senior members of staff in the Student Advice Centre, the Deputy Director and Director of Student Support & Development and designated SS&D units.

Duties and Responsibilities

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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.
- Making appointments for Student Advisers and referring students to relevant colleagues in SS&D.
- Central administrative assistance for designated units of SS&D.
- Upkeep of the information stands and notice boards, ensuring all information is current.
• Up-dating the SS&D plasma screens and creating posters for marketing events.
• Completing data entry using University systems.
• Assistance with Orientation and other University events.
• Assistance with social media campaigns and projects.
• 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.
• Assistance with registrations for the Counselling Service, as required.
• 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.

The role 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.

Qualifications and Experience:
Candidates must hold a Leaving Certificate, a recognised administrative/secretarial qualification (FETAQ 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 administrative/secretarial qualification (FETAC level 5) or equivalent (without a Leaving Certificate).

In addition, the successful candidate will:
• Have experience working in an active and busy, frontline customer service environment dealing with the public.
• Have at least 2 years’ experience working in education or in a similar sector.
• Have experience dealing with complex queries and people presenting in distress.
• Be flexible and used to working as part of a team and, when required, independently.
• Have the ability to prioritise workload and experience providing administrative assistance to multiple roles or areas.
• Have excellent communication and interpersonal skills.
• Have strong IT skills and a proven ability to work with new systems.
• Have experience with event coordination, marketing and social media.
• Have good judgement and the ability to react to situations as required.

Mandatory Training:
The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate. This post is subject to Garda Vetting.