



Dublin City University
School Assistant (Grade 2)
School of History and Geography
Faculty of Humanities and Social Sciences
Permanent position

Dublin City University

Dublin City University www.DCU.ie is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Background:

The School of History and Geography is an ambitious, research-focused school in the Faculty of Humanities and Social Sciences. While maintaining and promoting an international perspective, the School has a particular focus on Ireland – its geography, history and landscape. The combining of History and Geography has created a School that is unique in Ireland in its interdisciplinary range and research potential, and that is well positioned to play a leading role, nationally and internationally, in the disciplines of History, Geography and Irish Studies. Both History and Geography are offered on the Bachelor of Arts: Joint Honours programme, where they are consistently among the most popular subjects. The School teaches History on the Bachelor of Religious Education and History, and contributes to the Bachelor of Education (primary). At postgraduate level both subjects offer a PhD programme; the School delivers an MA in History and contributes to the MSc in Climate Change: Policy, Media and Society. The School has a growing and dynamic postgraduate community.

The role:

The post holder will be a point of contact both internally and externally for staff, students and the public and will provide support for all elements of administration relating to school activities in a professional, confidential and efficient manner. The faculty have schools located across the three DCU campuses and this role is to support the School of History and Geography which is currently

located on the St. Patrick's Campus.

The post holder will report to the Faculty Manager or nominee(s) and will work as part of the school office team which supports heads of school, school staff and students. The post holder will also work closely with faculty staff, and will liaise with other academic, administrative and technical units of the university, and with external stakeholders on a regular basis.

Duties and responsibilities include, but are not confined to the following:

- Addressing queries and advising staff and students or re-directing as appropriate;
- Addressing queries from prospective students, careers advisers, parents and others through face to face contact, by telephone, e-mail and letters, as well as from staff and students
- Supporting day to day operations including the processing of incoming and outgoing email, student assessment submissions and records, and preparation of class materials
- Communicating with students regarding assignment, project and dissertation submissions, and associated activities
- Arranging and supporting meetings including preparing the agenda, circulating papers and taking minutes and scheduling interviews and events including booking venues, and arranging catering and travel where necessary
- Maintaining information, files and records in both paper and electronic format, including examination and assessment scripts and facilitating access to same;
- Liaising with staff and external examiners regarding the preparation of and deadlines for the submission of examination papers, maintaining security on examination and assessment-related documentation
- Liaising with staff, university units and external bodies in relation to the booking, accessing, upkeep and maintenance of space
- Supporting the school's finance function, including using the university's systems to initiate purchase orders, confirm deliveries, process expenses, travel claims and once off payments, obtain appropriate approvals, progress queries, advise staff and students
- Liaising with Head of School and the Faculty Office regarding expenditure
- Liaising with staff, university units and external providers in relation to the purchase, upkeep and maintenance of stationary and equipment
- Working closely with other school assistants in the school office team and faculty colleagues to provide support and cover where necessary
- Participating in ongoing training and development and school, faculty and university projects

Duties and responsibilities can change over time and other duties may be assigned by the Faculty Manager or their nominee

Experience, Skills and Qualifications

- Applicants must hold a Leaving Certificate or equivalent and also hold a further qualification preferably in an area related to administration and/or office management.
- A minimum of three years' relevant experience, ideally in a higher education environment
- Ability to work with accuracy and reliability under pressure
- Excellent communication, organizational, interpersonal and administrative skills are essential
- Proficiency with IT programmes including MS Office are essential
- Ability to take responsibility for their workload while working with and contributing to the team