



Job Description

School Assistant (Grade II) DCU Institute for Education Permanent Contract

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.

DCU Institute of Education

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland’s first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 28 and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood, to primary and post-primary and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

Role Overview

The successful candidate will initially be assigned to the School of Human Development, but in the future may be reassigned to another school within the Institute of Education. He/she will work in partnership with colleagues in other school offices and across the faculty. The role is located on St Patrick’s campus. The school assistant acts as a first point of contact for staff and students of the School and for members of the public. He/she also provides clerical assistance for the teaching, research and other activities of the School.

The school assistant's direct line management reporting is to the Senior Administrative Officer or nominee with day-to-day task allocation and direction provided by the Head of School. He/she will work closely with other faculty and school colleagues and with units across the University, including Registry, the Estates Office, Information Systems Services (ISS) and Finance.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

1. Act as the first point of contact for the school, including for staff and students of the school:
 - Address routine student queries and provide students with information on assignment submission,
 - timetabling and other relevant activities;
 - Advise school staff on administrative processes and escalate any queries or issues as appropriate;
 - Address queries from members of the public.
2. Provide assistance to the Head of School, to include:
 - Maintain school records;
 - Minute and make arrangements for school meetings;
 - Update school website content;
 - Arrange meetings, interviews and events including room bookings, catering and travel;
 - Assist with marketing of school's programmes at fairs and information events.
3. Provide routine finance administration assistance, to include processing orders, checking invoices, confirming deliveries.
4. Assist the Head of School and other school staff in organising events.
5. Work closely with other school assistants and faculty colleagues to improve customer service and administrative processes; alert the appropriate faculty administrator when issues or difficulties arise; communicate key deadlines and information to school staff.
6. Participate in any relevant training and quality review processes.

Qualifications and Experience

Essential

- Leaving Certificate or equivalent, a recognised Secretarial Course and a minimum of three years' relevant office experience.
- Good interpersonal and customer service skills, and will be capable of dealing professionally and competently with students and staff.

Desirable

- A high level of computer literacy
- Excellent organisational skills
- High level of professionalism
- Good written and verbal communication
- Good standard of numeracy
- Flexibility in approach to workload and the ability to take responsibility for one's own workload
- Discretion and confidentiality