



JOB DESCRIPTION

Administrative Assistant DCU Placement Office Permanent Contract

Dublin City University

Dublin City University (DCU) 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', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are 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 delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

Placements, including work/industrial placements, clinical and practice placements, and international study placements have been a defining characteristic and an integral part of a large proportion of

undergraduate programmes at DCU since its foundation. Recognising the very substantial contribution that placement makes to the personal and professional development of students, the University has made a strategic commitment to enhance work placements and extend international study placement opportunities to a wider range of undergraduate programmes.

The Academic Placement team's area of focus is on accredited student placement in partner universities internationally, and hosting of partner institutions' students in DCU. It is part of the DCU Placement Office, a unit that facilitates and supports accredited placement in enterprise and academic settings, both internationally, and has oversight of placement activities in professional settings. The team works closely with DCU Faculties and schools, Academic Programme leads, central support units (such as Registry, Careers and other areas within Student Support and Development) and is student-facing.

Role Profile

The Administrative Assistant will work as part of a team to provide a professional and comprehensive service in support of a range of activities within the Placement Team, initially focusing on outgoing and incoming academic placement for students. The successful individual will report to the Director of Placement or nominee(s) and will liaise closely with administrative colleagues, Faculties, schools, and central units, students, and external stakeholders on a regular basis.

The successful individual will be a motivated self-starter, with primary accountability for the implementation of comprehensive professional support in a number of specified areas, as determined by the Director of Placement or nominee(s). The areas for which the successful individual will be tasked with are multifaceted in nature. The role involves communications with multiple stakeholders, the use of business systems, adherence to strict deadlines, the ability to deal efficiently with data and to simultaneously progress multiple processes.

Indicative duties may change over time and the following provides an indication of the type of duties associated with the post under the guidance of the Director of Placement or nominee(s).

Duties and Responsibilities

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

- Work with academic and professional colleagues on designing, planning and implementing central assistance for student placement activities involving partner universities internationally for both outgoing and incoming students.
- Coordinate and maintain formal agreements required to support placement of students with academic partner institutions, and partners' students in DCU.
- Assist Faculty efforts to strengthen or initiate new agreements and relationships.
- Remit for the design and planning of an annual cycle of priority activities, including promotion of opportunities, student nomination/acceptance and preparation, systems and process developments and reporting.

- Contribute to the coordination and implementation of a range of communications activities relating to the promotion of student placement and mobility internationally (e.g. Erasmus, eExchange, or virtual placements).
- Input to projects on behalf of the Placement Team such as those relating to student mobility across ECIU, along with other projects of relevance, for example the SIS programme and other projects related to the process of systemising the work of the team.
- Assigned to administration of relevant national and international funding calls.
- Liaise effectively with Module Coordinators and relevant Faculty offices to provide a system that allows incoming students to access appropriate modules and registrations, ensuring that student and staff queries regarding choice of accredited modules and registration issues are resolved.
- Review processes to ensure they are responding to customer needs, make suggestions for enhancements to processes and standard operating procedures and actively contribute to quality enhancement initiatives.
- Update and maintain records and information on University systems.
- Assist with the design, and generate reports, analyse data and present results to inform decision-making. Accountable for student academic placement and mobility reports and budget information to all stakeholder bodies including; Academic Council, Finance Office, the HEA and the EU.
- Undertake and in some cases oversee allocation of workload, working with administrative colleagues on the team.
- Act as a query escalation point for other team members.
- Liaise with other central University Offices as relevant, e.g. Registry, Careers, Finance, ISS, Fees, Student Support and Development.
- Participate in relevant working groups and events at an Institutional, national and international level, when/if required.

Due to the dynamic environment within this Office, the range of duties and responsibilities attaching to the post will be subject to change.

Qualifications and Experience

Candidates must have a Primary Degree or equivalent qualification plus 3 years recent and relevant experience in administration, preferably in a higher education environment.

In addition, the ideal candidates will:

- Have a proven track record in administering multifaceted processes and operations in a complex or large-scale organisation, preferably in a higher education environment, and ideally within a placement or erasmus support function.
- Have excellent written communication skills.
- Demonstrate competence in the use of complex IT systems.
- Be self-motivated, well organised, able to plan, coordinate and progress tasks on their own initiative.
- Be reliable and demonstrate a flexible positive attitude with strong stakeholder service focus.

- Be able to contribute to the on-going development and refinement of administrative processes.
- Demonstrate an ability to work effectively as part of a wider administrative team.
- Have excellent interpersonal and communication skills applicable across students and staff in all roles.
- Dedication to a high quality in their work.

Internal Applicants: Serving Grade 3 staff who have at least 2 years' experience at a Grade 3 level in DCU OR any DCU staff member with a Primary Degree (NFQ Level 7).