Applications are invited from suitably qualified candidates for the following position

**Student Admissions and Enrolment Manager**
**Professional 7 (P7)/Administrator II**
**Registry**
**Permanent**

**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.

**Registry**

The Registry is a busy and dynamic unit with responsibility for the management and delivery of student life cycle activities which include admissions, registration, records, examinations and awards. It delivers academic administration services to the DCU community and supports the implementation of academic policies and regulations. The University's room booking function also forms part of Registry activities. 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 organisational structure of the Registry, including its responsibilities, can be found at http://www.dcu.ie/registry/index.shtml

**Student Information System Programme**

As part of the DCU Strategy, the University has committed to a number of projects that will transform student and staff interactions and university operations. This is a multi-year programme that will enable new and improved ways of working that will enhance the staff and student experience. The Student Information System (SIS) is at the centre of the university's administrative operations and it facilitates the management of key processes and data. The first step and one of the most critical enablers of achieving DCU ambitions is the implementation of a flexible and robust SIS. This programme of work has now commenced. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

**Role Profile**

Registry is seeking to recruit a Student Admissions and Enrolment Manager. This is a senior role within the Registry and the post-holder will be primarily responsible for the management of all activities associated with undergraduate and postgraduate admissions (both EU and Non-EU), student on-boarding and the leadership, development and motivation of an expanded admissions team. The post-holder will be a member of the Registry management team and will be expected to make a significant contribution to the attainment of the Registry's strategic objectives. The Student Admissions and Enrolment Manager will be located on the DCU Glasnevin campus but may be required to move between any of the DCU campuses at different times during the academic year.

**Duties and Responsibilities**

Key duties and responsibilities for this management role include, but are not confined to the following:

- Management level responsibility for all elements of the DCU admissions process for both undergraduate and postgraduate students.
- Work closely with the Central Applications Office (CAO), as the DCU admissions representative, in managing the annual intake of undergraduate students. Ensuring accurate programme and application information is provided to the CAO in a timely manner.

- Management oversight of the timely processing and effective assessment of all applications from various entry routes e.g. advanced entry, EU applications, non EU applications, transfer students, etc.
- Overall responsibility for the seamless on-boarding of all incoming first year undergraduate and postgraduate students to ensure there is a smooth transition from offer stage to the registration of new entrants.
- Provide leadership to and overall management of the enhanced Student Admissions Team and build on team dynamics and strengths. Offer support and guidance to the team. Define standards of service and ensure that team members acquire the knowledge and training to provide a high quality service to all stakeholders.
- Oversight of the DCU Student Vetting process and escalation of relevant matters as required.
- Regular and close liaison with the Student Recruitment team about the recruitment strategy for both national and international students.
- Work closely with faculties on agreeing admission entry requirements, offer decisions and on the development of new admission processes as required.
- Represent the University at meetings and relevant national working groups as appropriate.
- Meet and present to second level guidance counsellors and other relevant external audiences on DCU admissions policies, criteria and procedures.
- Contribute to the development of admission related policies and regulations in consultation with the Director of Registry and the Vice President Academic Affairs/Registrar.
- Maintain a focus on continuous process improvements that will enhance the experience for all users of Registry services. Participate at management level in the University cycle of Quality Reviews, as required.
- Actively contribute to formulating and implementing operational and strategic plans for the Registry as part of the Registry Management Team.
- Participate in and contribute to the development and implementation of relevant University wide initiatives and strategic priorities as appropriate.
- Act as a sponsor for change within the Registry and as part of the Management Team. Provide guidance and support and prepare team members to transition to any organisational and/or departmental changes e.g. the Student Information System, Organisation Design changes.
- Ensuring effective communication and liaisons on various admissions related matters with internal stakeholders in faculties and other units.
- Represent the Registry on various internal Working Groups and Committees and where appropriate Chair Working Groups.
- Deputising for the Director of Registry as required.
- Undertake any other duties or assume other responsibilities in line with the level of the post, as assigned by the Director of Registry.

Duties and responsibilities can change over time and other duties may be assigned by the Director of Registry or his/her nominee. This post is expected to evolve in light of on-going developments within Registry and the wider University.

The nature of the duties of the post may necessitate travel nationally on limited occasions during the year.

The post-holder will report to the Director of Registry or her/his nominee.

**Qualifications and Experience**

Candidates must have an honours bachelor degree or equivalent and have a minimum of ten years' relevant experience.

**The successful candidate must have**:

- Experience working in a higher education setting.
- A proven ability to lead a diverse team.
- A background working in a management role with responsibility for multiple administration processes and projects.
- Ability to exercise judgement and make decisions on a wide range of matters.
- Clear evidence of self-motivation with an ability to work in a demanding deadline driven environment.
- Exceptional organisational, planning, problem solving and team building skills.
- A demonstrable commitment to the continuous improvement of processes and procedures.
- Ability to adapt to the needs of a busy and changing environment.
- Excellent relationship management, negotiation, collaborative, interpersonal, presentation and communication skills.

Candidates should be capable of motivating and developing a large team and have an appreciation of matters relating to change management.

Candidates should also be able to demonstrate knowledge of challenges in the higher education sector.

Direct experience working in any of the following areas will be an advantage: CAO processes or

student admissions.

**Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

*Dublin City University is an equal opportunities employer.*

*In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.*

*The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)*