



Applications are invited from suitably qualified candidates for the following position:

**Front Office Operations Assistant (Grade III)
Research Project Administration
(Full-time Fixed term contract 6 months)**

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.

Role Profile

In order to help achieve these, The Research Project Administration Team wishes to recruit for the position of Front Office Operations Assistant, Secretary (Grade III) to provide secretarial and administrative support across a wide variety of supported areas. The role involves working on a range of projects to tight deadlines and the successful candidate will possess a proven track record of successfully supporting and prioritizing a varied workload. High motivation, excellent organizational, and problem solving skills will be required for this position.

Duties and Responsibilities

Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

Minimum Internal Service Criteria

Please note that the [internal service criteria](#) will apply. Please note staff must have successfully completed their probationary period.

In addition to the [internal service criteria](#), the ideal candidate will have:

- Candidates should have at least five years' experience in an educational environment.
- Ideally applicants should be very familiar with financial information systems and have a good understanding of the procurement and accounting process and in particular the accounts payable function.
- The successful candidate will have a strong customer service focus, excellent writing, organizational, communication and interpersonal skills, in addition an extensive knowledge of the Microsoft Office Suite in addition to knowledge of website content management and social media tools.
- Experience of providing administrative support to an academic research Centre or equivalent is also required

A motivated self-starter with a flexible approach to work who is capable of working with minimal supervision as part of a wider team and strives to achieve the highest standards in the completion of tasks. Excellent interpersonal and communication skills (both verbal and written) and the ability to build rapport and positive relationships at all levels are required.

The successful candidate will have effective time management skills in able to multi-task and be able to prioritise in a busy deadline driven work environment.

The Key Competencies for this post are as follows:

Team Working

Ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Ability to take a focused approach to developing contacts throughout DCU. Experience of working successfully in a team environment. Demonstrates a "can do" attitude and is flexible in their approach with ability to work on own initiative.

Personal Effectiveness/Excellence

Continuously strives to achieve high standards in the completion of tasks and in his/her approach to working with people. Demonstrates a high level of enthusiasm. Works in a structured and organised fashion and with a high degree of attention to detail. Is effective in planning and managing their workload and in sharing information. Has an understanding of and experience in accounting processes, excellent working knowledge of Microsoft Office Suite and the use of complex IT systems (e.g. databases).

Communication

Communicates in a clear manner and actively listens and engages to gain understanding. Uses a variety of communication methods in a professional way and appropriate to the audience. Can communicate the work demands to relevant stakeholder in an engaging and convincing manner in order to achieve

goals effectively. Respects the importance of privacy and operating in a discreet and diplomatic manner.

Knowledge of Processes & IT

Has an understanding of and experience in accounting processes, excellent working knowledge of Microsoft Office Suite and the use of complex IT systems (e.g. databases).

Essential Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety, Research Integrity and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.

Salary Scale: Secretary Grade III - €35,124 -€44,667*

*Appointment will be commensurate with qualifications and experience and in line with current Government pay policy.

Closing date: Wednesday 2nd March 2022. It is envisaged interviews will take place on week commencing 28th March 2022.

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal enquiries to: Jennifer Egan, Research Project Administration Manager, email Jennifer.egan@dcu.ie or telephone 01 700 6991.

Application Procedure:

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #NR206 Front Office Operations Assistant

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](#)