



JOB DESCRIPTION
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

The duties & responsibilities of this role will include, but are not limited to the following:

- Responsible for the smooth operation of the Purchasing System in the Unit (Agresso) i.e. requisitions, delivery dockets, invoices, supplier queries and liaising with Accounts Payable for all related queries.
- Ensure adherence to both internal and external procurement regulations, maintaining purchasing records for audit purpose and ensuring timely resolution of all Unit purchasing related queries.
- Track income and expenditure and generate appropriate financial reports for Unit accounts on a monthly basis.
- Provide training and support for the purchasing function to unit supported staff as appropriate.
- Act as the first point of contact for the Unit for both internal and external queries ensuring timely resolution and liaise with other University Units on relevant matters.
- Provide secretarial support to the Unit and to the Unit manager/Centre Directors as required.
- Support the efficient day-to-day running of all aspects of the operations of the Research Administration Unit.
- Organise Travel, produce Minutes, agendas and related documentation associated with Unit meetings or other meetings as required.
- Update both internal and external information systems for reporting and data metrics.
- Produce reporting where required for update of operational data both within the Unit and for wider DCU departments.
- Assist with the co-ordination of Unit supported conferences, workshops, internal seminars, meetings and events and assist staff with event preparations as required.
- Support the organisation of site visits for research bodies and funding agencies and assist in the preparation of associated literature and paperwork where necessary.
- Responsibility for website content for National Centres and hosted research entities and ensuring that all information is professionally presented and kept fully up-to-date
- Bring to the attention of the Operations Manager issues which affect the operational efficiency of the Unit.
- Undertake any other duties that may be assigned by the Operations manager or his/her nominee.

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).