



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

Senior Student Fees Co-Ordinator
Professional 3
Registry
Permanent Contract

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

The Registry

The Registry is a busy and dynamic office environment with responsibility for the management and delivery of academic administration services to the University community. The primary areas of responsibility include student admission and enrolment; student fee administration; curriculum and student records; and University examinations and awards. The University's room booking function also form part of Registry services. Registry operates two Information Services Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. Registry is currently structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry.

Full details on the organisation 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 multi-year programme 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.

The Role

The overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities. Post holders will be primarily located on the Glasnevin campus but may be required to work across campuses at various times during the academic year.

The Senior Fees Coordinator will be responsible for providing student fee administration support for a range of student fee related activities and providing excellent customer service to all stakeholders. The information below provides an indication of the type of duties that may be associated with any of the posts. The post holder may be responsible for some or multiple elements of the duties and responsibilities listed. Indicative duties may change over time.

Duties and Responsibilities: Principal Duties and Responsibilities.

Please see attached job description for principal duties and responsibilities of the role.

Minimum Internal Service Criteria.

Please note that [internal service criteria](#) will apply.

Qualifications, Skills and Experience Required

Essential Criteria

Candidates must hold a leaving certificate or equivalent, a recognised secretarial/office administration course or equivalent and five years' recent and relevant experience, preferably in a third level environment or Serving eligible Grade 2 staff who have a total of 5 years relevant experience.

In addition, the ideal candidate will have:

- Strong organisation and administration skills;
- Proven high-level IT skills; including experience working with large complex systems;
- The ability to meet deadlines and work in a diverse and busy environment;
- Excellent communication skills and people skills;

- Excellent customer service skills;
- Flexibility in approach to workload;
- The ability to be accountable for his/her own work;
- A proven record in teamwork.

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.

Salary Scale: Professional 3 Salary Scale - €37,780 - €47,906

**Appointment will be commensurate with qualifications and experience will be made on the appropriate point of the salary scale, in line with current Government pay policy.*

Closing date: Monday 20th March 2023

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

Informal Enquiries in relation to this role should be directed to:

Ms. Gillian Barry, Deputy Director, The Registry, Dublin City University.

Email: gillian.barry@dcu.ie

Application Procedure:

Application forms are available from the DCU Current Vacancies website at

<https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants>

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: #RC230213 Senior Student Fees Co-ordinator

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](#)