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.

- Provision of Customer Service Support to all enquirers to the Registry including answering queries from staff, students, prospective students and parents. Such queries are dealt with through face to face contact at the Registry Information Reception Areas, by Telephone, E-mail and Letters.
- Responding specifically to student fee queries through email, telephone and in person.
- Administrative work including the use of the University student information system (SIS) for inputting, retrieval and validation of student information.
- Extraction and manipulation of data from the SIS for checking and analysis using database reporting tools.
- Student fee collection processes, including processing fee payments from students and third parties through different methods eg online, bank transfer, etc.
- Completing daily banking/allocation of student fee payments on the student fees system, and ensuring reconciliations are in a format for review.
- Prepare bank and other reconciliations in a format suitable for internal and/or external review.
- Co-ordinate for approval and process data in relation to billings and returns to third parties.
- Validation of student data for the weekly SUSI return, liaising closely with Registry colleagues and ensuring compliance with relevant deadlines for return to third parties.
- Liaising with Faculties in relation to student fee collection data and processes and ensuring accuracy of data.

- Identify possible bad debt exposure in relation to student fees and directly engage with the DCU Debt Collection Agency when required, in line with the University's policies, and as approved by the line manager.
- Review and process the Previous Study College Declaration Forms prior to Student Registration and ensure it operates in an efficient and timely manner.
- Ensuring accurate billing of student fees, including transnational provision and sponsorships in accordance with the DCU Fee Prospectus and also in line with DCU policies and procedures.
- Prepare payment proposals for grants, scholarships, and refunds etc to students in line with DCU policies and procedures.
- Active participation in university student events such as the Annual Open Day and Registration Days.
- Responsible for updating research student fee information on the SIS and Agresso.
- Updating and ensuring relevant information on the Registry website in relation to student fees is accurate and up to date.
- Liaising with staff across the University and responding to queries e.g. Faculty Offices, Teaching staff, Estates, Student Support & Development, Information Systems & Services Department, Graduate Studies Office.
- Assist with testing and updates to the existing Student Fees System (ITS).
- Support the implementation of the Student Information System (SIS).
- Participating in relevant training and providing training to other team members as required in relation to tasks within the role, to ensure appropriate cover arrangements are in place.
- Ensuring queries from students in relation to fees are dealt with in a confidential and discreet manner and in line with GDPR regulations within the University.
- Engaging in Registry and University quality enhancement initiatives, reviewing processes, drafting and maintaining standard operating procedures and other process documentation.
- Working as part of a busy team, liaising closely with team colleagues and other teams within Registry and providing team cover as required.
- Bringing to the attention of senior Registry staff issues that affect the operational, efficiency or developmental potential of the Registry.
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.

The above outlines in a broad sense the range of duties associated with a Registry Senior Student Fees Co-ordinator post. However, other duties may arise as the requirements of Registry, the University and students change over time.

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.

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