



## **JOB DESCRIPTION**

### **Administrative Assistant – Grade IV The Registry Two-Year Fixed Term Contract**

#### **Dublin City University**

Dublin City University ([www.DCU.ie](http://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.

#### **Overview of the Department**

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; curriculum and student records; and University examinations and graduation. 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 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**

The individual will be primarily located on the Glasnevin campus but may be required to move between any of the DCU campuses. This post will provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities across multiple campuses. The information below provides an indication of the type of duties that may be associated with any of the posts. The individual may be responsible for some or multiple elements of the student lifecycle. Indicative duties may change over time.

### **Duties and responsibilities include, but are not confined to the following:**

- Project co-ordination and oversight of significant student lifecycle administrative functions, eg admission, registration, progression, examinations, postgraduate research student activities, graduation.
- Supervision of staff and allocation of project workloads
- Liaison with other University Offices as relevant, eg Finance, ISS, Fees, Disability, International, Student Support and Development.
- Co-ordination and preparation of materials for University Committees and Boards and follow up on actions as required.
- Contribute to the development of the new Student Information System (SIS) and other systems to meet future needs of stakeholders.
- Act as a query escalation point for team members.
- Review processes to ensure they are responding to customer needs, make suggestions for enhancements to processes and standard operating procedures and actively contribute to Registry quality enhancement initiatives.
- Manipulation and extraction of data from key systems. Design, and generate reports, analyse data and present results to inform decision-making.
- Publication of relevant information on the University website using Drupal.
- Communication with staff and students regarding student lifecycle processes.
- Updating and maintenance of student records and curriculum information on University systems
- Development of standard operating procedures and processes to support Registry operations.
- Provide training for colleagues on various Registry systems and processes.
- Provide administrative assistance to various team based Registry activities.
- Provision of customer service support to enquirers to Registry, including answering queries from staff, students, prospective students and parents.
- Representing Registry on relevant working groups and University events.
- Working as part of a team to ensure the effective delivery of Registry student services and operations.

Duties and responsibilities can change over time and other duties may be assigned by the Director of Registry or their nominee

### **Qualifications and Experience**

Candidates must have a Primary Degree or equivalent (NFQ Level 7) qualification plus 3 years recent and relevant experience in administration, preferably in a higher education environment.

### **In addition, the ideal candidate will have:**

- Ability to supervise and work effectively as part of a wider administrative team
- Strong IT skills with experience of databases and reporting tools
- Experience of coordinating and managing projects
- Ability to multitask, prioritise tasks and work to deadlines.
- Excellent written, communication and interpersonal skills.

### **The Key Competencies for this post are as follows:**

**IT Skills:** Shows evidence of competency in the use of a wide variety of computerised systems. Experience of working with large complex databases and collation of data from various sources into report format. Proven ability to learn new systems.

**Personal Effectiveness/Organisation Skills:** Excellent organisational and administrative skills. Demonstrable track record in effectively administering multifaceted processes, and co-ordinating company or institution wide projects. Ability to multitask, prioritise tasks and work to deadlines. Evidence of flexibility and adaptability. Interest in taking on new learning opportunities and open to review, improve and develop systems and processes.

**Problem solving/Decision making/Communication skills:** Capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making. Actively listens and communicates in a clear manner. Can communicate the demands of the task at hand to relevant stakeholders in an engaging and convincing manner, in order to progress a project effectively.

**Building and maintaining relationships/supervision:** Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the department. Willingness to engage with stakeholders and seek feedback on services and/or process improvements. Takes a focused approach to developing relationships. Experience of co-ordinating projects successfully in a team environment. Takes a fair approach in supporting others to complete tasks and is capable of providing appropriate feedback if required.