



Applications are invited from suitably qualified candidates for the following position

**Senior Secretary -Professional 3 (P3)  
Counselling and Personal Development Service  
Student Support and Development  
11 months fixed-term contract**

**Dublin City University**

Dublin City University (DCU) 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', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are 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 delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

## Overview of the department

Student Support and Development (SS&D) provides personal and professional development support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the Careers Office, Student Learning, Financial Assistance, Chaplaincy, the Student Health Centre, the Disability & Learning Support Office, DCU Healthy, Autism-Friendly Office, Widening Participation and the Access Office. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students>.

## Role Profile

SS&D is currently seeking a candidate with excellent administrative, IT, communication and interpersonal skills, to provide administrative assistance to the services. The individual will be located on the DCU Glasnevin campus and will work primarily with the Counselling and Personal Development Service, providing support to the Director/Deputy Director of SS&D and central services as appropriate. They will report to the Head of Counselling & Personal Development on a day-to-day basis.

## Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Deal with a wide range of student queries and refer them on to the appropriate personnel or service.
- Assist students who present in distress, using the established service protocol, and administer online and walk-in counselling registration process as necessary.
- Monitor counselling service email accounts/phone and liaise with students/staff/other as appropriate following service best practice guidelines.
- Diary management, coordinate the processing of counselling appointments following service established protocols and updating the service database accordingly.
- Update information on the website using Drupal as required.
- Organisation of service workshops and events with associated marketing/communication with relevant stakeholders.
- Signposting and facilitate students access to online additional service offerings as appropriate.
- Administer financial accounts, purchasing and invoicing, using University systems and processes.
- Maintain absolute confidentiality of information regarding students attending the services.
- Provide statistics on student engagement with the service, as required.
- Provide administrative assistance for the unit including, minute-taking, project work and assistance for strategic and operational initiatives.
- Participate in regular team meetings and represent the unit at working groups, committees and events as appropriate.
- Provide administrative assistance to central services as appropriate.

## Qualifications and Experience

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

- Individuals must hold a Leaving Certificate, a recognised secretarial qualification (NFQ level 5) or equivalent.
- A minimum of three years' relevant experience in an office environment and have excellent communication, administrative and computing skills.
- Due to the sensitive nature of the service, successful individuals must have at least one-year experience working directly with students who present in distress, in a student-facing third level environment or working in a similar capacity with young people.

In addition to the above criteria, the successful individual must also have;

- Experience responding to crisis and emergency situations.
- High a level of proficiency in Microsoft applications (Word, Excel etc.), Agresso, Drupal, and databases.
- Excellent communication and interpersonal skills.
- Excellent customer service skills and empathy with young people seeking personal assistance.
- Excellent administrative and organisational skills.
- The individual must be able to demonstrate his/her willingness to learn and seek advice where necessary.

The successful individual should have:

- Experience working with multiple teams with a flexibility in approach to workload.
- The ability to meet deadlines and work in a diverse and busy environment.
- The ability to take responsibility for one's own workload.
- A proven record in teamwork.

### **Essential Training**

Mandatory Training: The post holder must undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.