



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**

Please refer to the job description for a list of duties and responsibilities associated with this role.

## **Minimum Internal Service Criteria**

Please note that [internal service criteria](#) will apply. Please note staff must have successfully completed their probationary period.

## **In addition, the successful individual will ideally 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**

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

### **Salary Scale:**

Professional 3 (P3) (Secretary Grade III) - € 35,475.00- € 45,114.00

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

**Closing date:** Tuesday 26<sup>th</sup> April 2022

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

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

Title: Helena Ahern, Head of Counselling and Personal Development, Dublin City University.

Email: [helena.ahern@dcu.ie](mailto:helena.ahern@dcu.ie)

Phone: 087 6553026

### **Application Procedure:**

Application forms are available from the DCU Current Vacancies website at [https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check\\_logged\\_in=1](https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check_logged_in=1) (internal applicants)

Applications should be submitted by e-mail with your completed application form to [helena.ahern@dcu.ie](mailto:helena.ahern@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:**  
**Job Ref #ST1655 Senior Secretary**

*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](#)*