



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

Senior Administrative Officer Student Fees
Professional 5
Registry
Fixed Term Contract up to One Year

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 post holder 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 in a range of areas and activities.

The Senior Administrative Officer Student Fees will be responsible for supervising the operations and processes of the student fee administration team and assisting and deputising for the Student Fees Manager.

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 have a Primary Degree or equivalent (NFQ Level 7) qualification plus three years relevant experience, preferably in a higher education environment or financial function. Internal promotional criteria apply.

Desirable Criteria

Strong MS Excel skills and extensive experience with financial systems across the Fees and/or other finance functions. Experience with Agresso, CRM and ITS is an advantage, including working on system upgrades and developments.

In addition, the ideal candidate will have:

- Excellent organisational and administrative skills with experience in co-ordinating company or institution wide projects.
- The aptitude to multitask, prioritise tasks and work to deadlines.
- Demonstrable experience of flexibility and adaptability.
- The ability to supervise projects and people, with effective planning of the work of the team.
- Strong attention to detail.
- The capability to work effectively as part of a wider administrative team with the capacity to identify key issues and propose solutions in a timely manner.

- Excellent IT skills with experience of large complex databases and collation and presentation of data using reporting tools.
- Excellent written, communication and interpersonal skills.
- The ability to engage effectively across a wide range Faculties and professional support units, building and maintaining strong working relationships.

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 5 Salary Scale - €52,198 - €62,889

**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: Wednesday, 22nd February 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: #ST1824 Senior Administrative Officer Student Fees

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](#)