**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**
The duties and responsibilities of the position include, but are not restricted to, the following:
- Supporting Registry management in providing leadership to the student fees function within Registry.
- Supporting the Student Fees Manager in ensuring the responsibilities of the student fees function are managed from student registration through to graduation. Regular reporting to line manager in relation to progress and any risk to operations.
- Resolve queries in relation to bank reconciliations, escalating as appropriate to the Fees Manager.
- Manage and report on student debtor balances and ensure engagement with students and other stakeholders.
- Working with the Fees Manager, review and complete month end procedures and operational tasks in accordance with procedures and protocols, ensuring the relevant controls, reconciliations and reports are completed on Agresso and ITS.
- Ensure all fee funding agency returns (eg HEA, HSE, etc) are completed in a timely and accurate manner.
- Represent and liaise with other DCU functional units to ensure fee schedules are updated and published in a timely manner and available on all platforms.
- Review and resolve escalated complex queries from the student fees team, liaising with relevant senior colleagues as required.
- Work closely with Student Fees Officer to ensure the effective and efficient delivery of services and that best practice customer service is provided to students and all stakeholders.
- Ensure the integrity of student fee data is maintained in accordance with best practice through efficient processing of information and timely recording and updating of data.
- Develop project plans and standard operating procedures.
- Supporting the Fees Manager in the activities of the team as required to enable the provision of student fees expertise into the SIS project related activities and contribute to the SIS programme of work.
- Actively participate in University meetings and deputise for the Manager when required.

- Resolve queries in relation to bank and other reconciliations, escalating as appropriate to the Fees Manager.
- Supporting the Fees Manager in responding to internal and external audit queries, following up on provision of data and evidence as required to ensure all queries are dealt with accurately and in a timely manner.
- Implement strategic initiatives of the Registry and the University, particularly in relation to Student Fees.
- Maintaining effective liaison with Faculties and other units in the University e.g. Finance, Academic Systems, ISS, SS&D, Estates.
- Provide training to colleagues in relation to tasks within the role, to ensure appropriate cover arrangements are in place.
- Effective training and supervision of staff including developing training plans for new team members, setting objectives for the team and ensuring objectives are met.
- Manipulation and extraction of data from key systems. Design, and generate reports, analyse data and present results to inform decision-making.
- Publication and updating relevant information on the University website using Drupal.
- 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.
- Development of standard operating procedures and processes to support student fee administration operations.
- Active participation in University Student events such as the Annual Open Day and Registration Days.
- Actively engage with internal stakeholders, to ensure the registration and fees collection cycle is in line with the University's requirements including service levels.
- Representing Registry and the Fees function on relevant working groups, committees and at University events.
- Providing cover for other tasks within the Fees team as required.
- 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 Senior Administrative Officer Student Fees 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 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.