



**Registry Senior Co-Ordinator - Professional 3**  
**The Registry**  
**Permanent Contract & Two Year 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.

**The Registry**

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 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 organization structure of the Registry, including its responsibilities can be found at <http://www.dcu.ie/registry/index.shtml>

### **Student Information System**

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**

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

### **Principle Duties and Responsibilities**

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

- Administrative work to include using the University Student Information System (SIS) for inputting, updating and retrieving student information.
- Delivery of project responsibilities for areas of the student lifecycle processes such as undergraduate and postgraduate admissions, examinations, progression, registration, Garda vetting, room bookings and awards.
- Liaising with all relevant stakeholders, both internal and external to the Registry and the university regarding requirements for these processes, including academic and faculty administrative colleagues, Student Support & Development, ISS, Estates, etc.
- Responsibility for key elements of these processes eg invigilator scheduling, applications review, processing of applications and Garda vetting documentation, checking and updating student records, checking and updating curriculum records, set up of online examinations, student ID audits, archiving of examination results, university room bookings, etc.
- Supporting key elements of these processes through interacting with many related systems, including CAO, PAC, DCU Student Application Portal, Digitary, Zylab,
- Extraction and manipulation of data from the SIS for checking and analysis, using database reporting tools;
- Operation of the university finance system Agresso, and co-ordinating purchasing procedures for the team/department as required
- Delivery of process training for external support staff as part of key student lifecycle processes (eg invigilators, registration support etc.)
- Acting as Secretary for Board meetings, including collation of documentation, document control procedures and live updating of student records

- Production, checking and issuing of formal University documentation to students, including resolving historical records queries in relation to this documentation
- Updating and ensuring relevant information on the DCU website (prospectus/registration schedules) and the Registry website is accurate and up to date.
- Supervision of the day-to-day services to students and staff at the Registry Information Services areas. This may also include supervising staff rotas and workload at different times during the year.
- Providing assistance to enquirers to the Registry, including answering queries by phone, email and face-to-face;
- Drafting and maintaining standard operating procedures and training manuals;
- Designing, implementing and review of office systems to provide efficient administrative supports;
- Engaging in Registry and University quality enhancement initiatives, reviewing processes, standard operating procedures and other process documentation.
- Participation in the development and delivery of Registry training programmes;
- Representation on working groups on behalf of the Registry, including secretarial assistance to these groups as required;
- Bringing to the attention of senior Registry staff issues that affect the operational, efficiency or developmental potential of the Registry.

Duties and responsibilities may change over time and other duties may be assigned by the Director of Registry or his/her nominee.

### **Qualifications, Skills and Experience**

Candidates must hold a leaving certificate or equivalent, a recognised secretarial/office administration course or equivalent and five years' relevant experience, preferably in a third level environment.

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

- Strong organisation and administration skills;
- Proven high-level IT skills; including experience working with large complex systems;
- The ability to meet deadlines and work in a diverse and busy environment;
- Excellent communication skills and people skills;
- Excellent customer service skills;
- Flexibility in approach to workload;
- The ability to be accountable for his/her own work;
- A proven record in teamwork.

### **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

### **Additional Information**

A Registry Senior Coordinator panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Registry Senior Coordinator fixed term contract role which arises in the future. This panel will expire six months following the date of interview for this competition.

***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](#)***