



**JOB DESCRIPTION**  
**Placement Support Administrator, Professional 3**  
**Faculty Office**  
**DCU Institute for Education**  
**Two Year (Full-Time) 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**

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 30 and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood, to primary and post-primary and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

### **Role Profile**

The post is located in the Placement Office. This office is responsible for the administrative management of placements for students on early childhood, primary and post-primary teaching programmes. The post-holder is responsible for providing administrative support to placements. Reporting is to the Assistant Faculty Manager or nominee.

### **Duties and Responsibilities**

The successful individual's duties will include planning, coordinating and delivering administrative tasks related to placement. This includes liaising with schools and other placement settings, handling student and staff queries, data entry to the placement allocation management system, as well as routine administration. Duties include but are not limited to:

- Placement Administration: process placement data, maintain accurate records, prepare documentation for issuance to students, settings and tutors
- Actively assist with the sourcing of placement allocations by communicating in writing and by phone with potential placement settings
- Appropriately and effectively address routine placement queries from students, placement tutors and placement settings, escalating where necessary
- Advise tutors, placement settings and students on placement administrative processes and arrangements
- Work with fellow team members to ensure all team-related activity, including the IoE Helpdesk, is appropriately supported during leave periods or periods of high activity
- Participate in any relevant training and quality view processes

### **Qualifications and Experience**

#### **Essential**

- Candidates must have three years' relevant administrative experience.

#### **The ideal candidate will have**

- Strong organisational skills along with excellent social skills, and the ability to work under pressure and to tight deadlines.
- Good communication, administrative and computing skills.
- The ability to communicate as Gaeilge is desirable.
- Be flexible and adaptable, with the capacity to build and maintain positive working relationships.