



JOB DESCRIPTION

**Fees Assistant
Professional 2 (P2)
Finance Office
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.

Overview of the department

The Finance Office has overall responsibility for the financial environment within the University and provides a comprehensive range of services to DCU Faculties, Schools, Research Centres, Professional Support Departments and the DCU Commercial Group of Companies.

Role Profile

Reporting to the Student Fees Assistant Manager the candidate will be accountable for providing student fee administration support for a range of activities within the fees function of the Finance Office and the University as a whole, as part of the Student Fees and Accounts Receivable team. The role will liaise closely with team colleagues, other Finance Office teams, departments and schools across the University, as well as external stakeholders.

Duties and Responsibilities

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

- Accountable for dealing with students, staff and others, who present at the Students Fees Office whilst also assisting students via email, phone and on-line with student fee related queries.
- Accountable for the collection of student fees both from students directly and third parties.
- Assist the credit control function in relation to outstanding student fees in all Faculties across the University.
- Assist with the administration and update of student queries on the ticket system Salesforce CRM.
- Assist the Fees team with student fee administration support for a range of activities within the Fees function.
- Accountable for ensuring accurate billing of student fees in accordance with the DCU Fee Prospectus and also with DCU policies and procedures.
- Ensure queries from students in relation to fees are dealt with in a confidential and discreet manner and are in line with GDPR regulations within the University.
- Active participation in University student events such as the Annual Open Day and Registration Days.
- Actively engage with internal stakeholders (including Faculties, the Registry Office, Academic Systems Support, the International Office and Student Support & Development), to ensure the registration and fees collection cycle is in line with the University's requirements including service levels.
- Assist the Fees Team in any updates to the existing Student Fees System and/or the implementation of any process improvements.
- Providing cover for other tasks within the Fees Team as required eg where team members are attending SIS workshops etc.
- Any other duties that may be assigned to the role.

Qualifications and Experience

Essential Criteria:

Leaving Certificate plus a recognised secretarial qualification and 3 years' relevant experience in an Accounts role OR a recognised secretarial course plus 5 years' relevant experience in an Accounts role without a Leaving Certificate.

Desirable Criteria:

The applicant will have strong MS Excel skills and extensive experience with financial systems, and in particular with the ITS Student Fees System

Other important attributes would include:

- Excellent written and oral communication skills, and be mindful of the differing requirements of a diverse University setting.
- Excellent interpersonal skills and ability to collaborate and build positive relationships with other colleagues and external stakeholders.
- Ability to work flexibly, effectively and under pressure to ensure tasks are finalised to strict deadlines.
- Strong attention to detail to ensure completeness and accuracy of information
- Self-motivated and proactive, with the ability to organise, co-ordinate and progress the tasks associated with the role on an independent basis.
- Ability to work effectively on an individual basis and as part of the team, offering assistance to colleagues when required, and ensuring services are delivered in accordance with the University's requirements.
- An active interest in learning new processes and systems.
- Experience in customer service.

The role may change in line with Unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.