



Job Description

Access Administrator

Professional 3 (P3)

Student Support & Development

Fixed Term Contract up to August 2025

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

Student Support & Development (SS&D) provides professional, academic and personal support and development opportunities to students in DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the INTRA work placement office, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter Faith Centre. Further information on SS&D can be found at: <http://www.dcu.ie/students/index.shtml>

SS&D is currently seeking a Professional 3 (P3), who will be positioned within the Access Office. S/he will have a diverse role, playing a key administration function but also working directly with students registered with the service, advising them on a multitude of enquiries via email, telephone or walk-in. The post-holder will report directly to the Head of the Access Service.

Role Profile

The successful individual will be responsible for all administrative support duties pertinent to the Access including central invoicing, ordering through Agresso, documentation management, event management, information distribution to SS&D staff, web editing via Drupal and monthly leave records. S/he will also play a key front-facing customer service role, administering the Access email account, dealing with students via telephone, email and in person in an open office set up and providing relevant information to staff and students.

Duties and Responsibilities

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

Financial Administration

- Coordination and preparation of all financial transactions and accounts for the Access Office including purchasing, dealing with invoices, generating cheque requisitions and internal transfers as required
- Compilation and/or extractions of finance reports
- Using online systems to process individual staff contracts and payments
- Administration of Access scholarships to students registered with the Service

Student Service Administration

- Providing information to students on personal, professional or academic opportunities via email, telephone and walk in
- Providing information to prospective applicants regarding the Higher Education Access Route (HEAR) and Access DCU Entry Route (ADER)
- Event management for centrally organised workshops and events (e.g. HEAR student orientation, skills workshops, Open Days)
- Directing students to colleagues in the Access Service and SS&D, where relevant and necessary
- Work closely with Human Resources (HR) to ensure the efficient administration of Garda clearance for staff/tutors and volunteers working with the service
- Maintaining appropriate files and records including a database of temporary staff requests and claim forms and finance transactions.
- Provide administrative assistance to the Access outreach and post-entry teams

- Liaising with Schools, Faculties and University Units (e.g. Finance, Human Resources, Registry, Student Support and Development, Estates and ISS) regarding assistance for the activities of the Service
- Operating computerised or manual procedures and systems (Agresso, Core, Drupal forms, Loop (Moodle), ITS Student Management System)
- Assisting with the production of promotional literature on the Access programme
- Maintaining and assisting with the updating of Access Service standard operating procedures, forms and training manuals
- Other duties may be assigned to the individual by the Head of Service (or their nominee/s).

Qualifications and Experience

Essential Criteria:

- Leaving Certificate or equivalent plus a recognised secretarial/business administration qualification and 5 years' relevant customer service experience
- Excellent administrative, communication (oral and written), interpersonal and organisational skills
- Well developed IT skills and a high level of proficiency and experience in the use of MS office applications
- Knowledge of systems including Drupal and Agresso

Desirable Criteria:

- A good working knowledge of Microsoft Excel
- Strong communication skills and a high level of attention to detail
- Ability to work well with young people and be empathetic to the pressures experienced by students in a third level environment and to the needs of a diverse student body
- Experience in a University environment or in other youth setting
- Flexible and accustomed to working as a team member and on their own initiative