



Applications are invited from suitably qualified candidates for the following position

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. The successful individual 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. The successful individual 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

Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

Minimum Internal Service Criteria

Please note that [internal service criteria](#) will apply. Please note staff must have successfully completed their probationary period

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

Essential Training

The individual 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.

Salary Scale:

Professional 3 - €35,475, €45,114

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: 2nd September 2022

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Colette Keogh, Access Service, Dublin City University.

Phone + 353 (0)1 700 8868 Email: colette.keogh@dcu.ie

Please do not send applications to this email address, instead apply as described below.

Application Procedure:

Application forms are available from the DCU Current Vacancies website at <https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions>

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie

**Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #BC220721 Access Administrator**

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](#)