



JOB DESCRIPTION

Senior International Mobility Officer

Professional 6

DCU Placement

Permanent

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

Placements, including work/industrial placements, clinical and practice placements, and international study placements have been a defining characteristic and an integral part of a large proportion of undergraduate programmes at DCU since its foundation. Recognising the very substantial contribution that placement makes to the personal and professional development of students, the University has made a strategic commitment to enhance work placements and extend international study placement opportunities to a wider range of undergraduate programmes. The Academic Placement team's area of focus is on accredited student placement in partner universities internationally, and hosting of partner institutions' students in DCU. It is part of the DCU Placement Office, a unit that facilitates and supports accredited placement in enterprise and academic settings, both nationally and

internationally, and has oversight of professional clinical and practice placement activities. The team works closely with DCU Faculties and schools, Academic Programme leads, DCU Global Recruitment, and central support units (such as Registry, Student Support & development), external placement partners and stakeholders. The unit is student facing.

Role Profile

The Senior International Mobility Officer will direct and manage the International Mobility function to provide a professional and comprehensive service to students to ensure that DCU students have a positive and life enhancing international mobility experience. The successful candidate will report to the Director of Placement or nominee and will liaise with administrative colleagues, Faculties, Schools, central support units, and external stakeholders on a regular basis. The successful candidate will be a motivated self-starter, with primary accountability for the implementation of comprehensive professional administration of a number of specified areas including Study Abroad, Exchange, Erasmus+, Staff Mobility and any others determined by the Director of Placement or nominee(s). The role involves communication with multiple stakeholders including national organisations and Government Departments, the use of business systems, adherence to strict deadlines, the ability to deal efficiently with data, reporting of data, teambuilding and management, and simultaneous progression of multiple processes. The successful candidate will be located in the DCU Placement Unit on Glasnevin Campus, Dublin 9.

Duties and Responsibilities

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

- Lead and manage the International Mobility administrative team to ensure delivery of core operational objectives
- Manage and review the efficacy of administrative systems, contributing to their development and enhancement
- Contribute to the development of the unit's strategy
- Liaise with other central University Offices as relevant, e.g. Registry, Careers, Finance, ISS, Fees, Student Support and Development, DCU Global Recruitment etc.
- Resource planning and recruitment for the IMT
- Coordinate and maintain formal arrangements required to support DCU international mobility and assist Faculty efforts to strengthen or initiate new arrangements and relationships
- Ensure the registration process for mobility students is smooth and efficient, ensuring that student and staff queries regarding choice of accredited modules and registration issues are resolved
- Design and planning of an annual cycle of priority activities, including promotion of opportunities, student nomination/acceptance and preparation, systems and process developments and reporting
- Review processes to ensure they are responding to customer needs, make suggestions for enhancements to processes and standard operating procedures and actively contribute to quality enhancement initiatives
- Comply and collaborate with the Quality ** with respect to quality review and assume responsibility for unit quality assurance and GDPR related issues
- Generate reports, analyse data and present results to inform decision-making. Accountable for student international mobility reports to all stakeholder bodies including Director of Placement, Finance Office, the HEA and the EU
- Oversee maintenance of up to date SoPs

- Work with academic and professional colleagues on designing, planning and implementing administration processes for student placement activities involving partner universities internationally for both outgoing and incoming students
- Ensure effective liaison between the International Mobility unit and external stakeholders such as partners and third party providers
- Represent the International Mobility unit on University committees and working groups and at external events both nationally and internationally as required
- Manage International Mobility promotional activities and events
- Ensure the continuous professional development of team members
- Maintain the unit's risk register
- Comply with all relevant University policies and procedures and undertake any training deemed essential
- Any other duties which may be assigned from time to time by the Director of Placement

Due to the dynamic environment within this Office, the range of duties and responsibilities attaching to the post will be subject to change.

Qualifications and Experience

Essential

- Applicants must hold a minimum of a primary degree, and possess at least five years relevant experience, preferably within the Higher Education sector.

In addition to this, applicants must demonstrate;

- Excellent administrative ability with the capacity to exercise judgement and make decisions on a range of matters and with very strong organisational and IT skills.
- Excellent communication skills (written and oral) and the ability to influence and negotiate with a range of diverse stakeholders.
- The ability to lead and motivate colleagues, to exercise good judgement, and to challenge positively while working with a variety of stakeholders.
- Demonstrate competence in the use of complex IT systems.
- Be self-motivated, well organised, able to plan, coordinate and progress tasks on their own initiative.
- Data management, reporting and analysis skills.
- Be reliable and demonstrate a flexible positive attitude with strong stakeholder service focus.
- Be able to contribute to the on-going development and refinement of administrative processes.
- Ability to meet deadlines and to develop strong working relationships with staff throughout the University and with international partners and third party providers.
- Dedication to a high quality in their work.
- An understanding of academic programme delivery and an understanding of academic regulations.
- An understanding of customer service and an appreciation of the requirements of international mobility function.
- Empathy with the needs of international students.