



JOB DESCRIPTION

**Engagement Officer
Professional 4 (P4)
Office of the Executive Director for External Engagement
3 Years Fixed Term (Full-Time)**

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 Office of the Executive Director for External Engagement is responsible for oversight and strategic development of the University's external engagements and stakeholder relationship management at

local, regional, national and international levels. Areas of responsibility include Student Recruitment, University Alumni Relations, Global Partnerships and Engagement Governance.

The Director for Engagement Governance is responsible for the delivery and operation of a comprehensive Governance Framework and Stakeholder Relationship Management strategy; for the oversight of the University's scholarships programme and for the Cultural Arts Office, overseeing the roll out of DCU's arts and culture initiatives and advancing DCU's profile and impact via appropriate collaborative cultural arts opportunities and engagements.

Role Profile

The Office of the Executive Director for External Engagement are currently seeking Engagement Officer to provide a high level of administrative assistance to the Director of Engagement Governance and who will work collaboratively with colleagues in the wider External Engagement team to contribute to various projects and initiatives.

The successful individual will be responsible for providing key assistance to the Director of Engagement Governance in the development and maintenance of relevant reporting frameworks and systems to deliver comprehensive governance practices and foster confidence in the university's broad range of external relationships. In addition, they will provide assistance in the oversight of the University's scholarships and will provide administrative assistance, including recording minutes, to the University's Scholarship Advisory Committee, which is chaired by the Director of Engagement Governance. Where required, the post holder will provide event and administrative assistance to the Cultural Arts Officer.

Duties and Responsibilities

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

- Provide day-to-day administrative support to the Director of Engagement Governance.
- Assist with the development and maintenance of an appropriate relationship management system for the University to ensure oversight of its diverse range of external engagements.
- Support the delivery and maintenance of a university-wide scholarship management system.
- Assist in the development and implementation of recommendations for improvements in procedures and services associated with scholarship oversight and good practice.
- Develop and maintain the University's Scholarship web page and content.
- Liaise with Faculties and Units to ensure accuracy of all data recorded and track key changes to data.
- Collate and analyse data and generate regular reports on the allocation of scholarships and funding; the contribution of scholarships to supporting student recruitment targets etc. as required by the Director of Engagement Governance, DCU senior management, the Scholarship Advisory Committee and Audit Committee.
- Introducing and training team members on new systems as required.
- Safeguard standards of confidentiality and ensure compliance with data protection in relation to the collating and analysing data and other information for reports.
- Link in at regular intervals with the University's SIS project team to ensure a coherency in approach to capturing data and maintaining records.
- Contribute to projects and initiatives involving colleagues from the office of the Executive Director of External Engagement as required.
- Assisting with cultural arts event logistics and provide support as required to the Cultural Arts Officer.

- Liaise with other areas of the University and with external organisations as required by the Director of Engagement Governance.
- Undertake any other duties commensurate with the post and grade as determined by the Director of Engagement Governance.

Qualifications and Experience

Individuals must have a Primary Degree or equivalent qualification plus 3 years recent and relevant experience in administration, preferably in a higher education environment.

In addition, the ideal individual will have:

- Excellent organisational and administrative skills.
- The ability to work effectively as part of a wider administrative team with the capacity to identify key issues and propose solutions in a timely manner.
- Excellent IT skills with experience of complex databases and collation and presentation of data using reporting tools.
- Demonstrable ability to work with multiple digital technologies and a solid comprehension of mobile and web technology.
- Excellent written, communication and interpersonal skills.
- The ability to develop and maintain good working relationships with fellow colleagues and internal and external stakeholders
- The ability to multitask, prioritise tasks and work to deadlines.
- Demonstrable experience of flexibility and adaptability.

Essential Training

The post holder will be required to undertake the following essential compliance training: Orientation, Health and Safety and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.