



JOB DESCRIPTION

**Senior Administrative Assistant
Professional 5 (P5)
Faculty of Humanities and Social Sciences
Permanent Contract (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 Faculty of Humanities and Social Sciences is DCU's largest faculty, offering long-established subjects such as English Literature, Applied Languages, Geography, History, Irish, Law, Music, Politics,

Theology and Religious Studies, and Philosophy and newer disciplines such as Media Studies, Journalism, Social Entrepreneurship, Translation Studies and International Relations.

The Faculty is home to seven schools including the School of Applied Language and Intercultural Studies; the School of Communications; the School of English; Fiontar agus Scoil na Gaeilge; the School of Law and Government; the School of History and Geography; the School of Theology, Philosophy, and Music and a number of research centres and institutes. The Faculty has a staff of more than 160 full-time academics, an administrative team of 21 and a student body in excess of 4,400 across a range of undergraduate, postgraduate taught and research programmes in each of the seven schools.

Role Profile

The Faculty is seeking to recruit a Senior Administrative Assistant, who will report to the Faculty Manager and will work closely with the Assistant Faculty Manager (Academic Affairs) to deliver critical faculty outputs. The successful candidate will be expected to make a significant contribution to the attainment of the Faculty's operational goals.

This Senior Administrative Assistant role in the Faculty will be associated with the following areas of activity that are integral to the Faculty's successful operation: management of a range of academic-related administrative functions, line management (including training and development) of administrative staff responsible for those functions, development of processes to align with evolving functions of the faculty.

The successful candidate will manage the Programme Administration Team to ensure timely and quality delivery of core faculty functions such as academic structures, timetabling and examinations. They will also assist the Assistant Faculty Manager in establishing appropriate and rigorous regulatory structures and will provide the secretariat to faculty committees.

The range of duties attached to the post of Senior Administrative Assistant is determined in conjunction with the relevant stakeholders. Due to ongoing developments within the Faculty and the University at large, the range of duties and responsibilities, attached to the post will be subject to change.

Duties and Responsibilities

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

- Line management and administrative leadership of the programme administration team;
- Project management of operational delivery for core faculty outputs; monitoring timelines, process efficiency and output quality, managing issues and risks and escalating as appropriate, and briefing stakeholders;
- Developing and maintaining expert knowledge of key processes, systems and policies, intervening proactively at University, Faculty or team level as required to ensure timely quality delivery;

- Manage and co-ordinate Faculty based administrative support in respect of teaching and learning activities and liaising with central offices as appropriate;
- Manage secretariat provision to Faculty committees;
- Coordinate and deliver team training on the use of DCU systems;
- Develop and analyse reports across DCU systems as required;
- Devise and monitor quality assurance mechanisms to ensure the accuracy, completeness and integrity of processes within Faculty and of data maintained by the Faculty;
- Contribute to the Faculty Office Management team and to the ongoing enhancement and development of the Faculty;
- Undertaking such duties and responsibilities as may be assigned from time to time.

Qualifications and Experience

In addition to the [internal service criteria](#), the ideal individual will have:

The candidate must hold a Primary degree or equivalent and have a minimum of three years' relevant work experience in a complex or large-scale organisation, preferably in a higher education environment. Applicants who have a demonstrable track record in effectively administering multifaceted processes and operations and/or who have participated in company or institution-wide projects would be particularly welcome.

The successful candidate will have the ability and confidence to make decisions on a wide range of administration related matters. They will be able to demonstrate their potential in relation to motivating and supporting a team and in the development of staff.

In addition, the successful individual will have:

- Experience in line management of staff and also experience in the use of ITS and Scientia software are desirable
- Strong problem-solving and quantitative reasoning skills
- Strong technical skills including competence in using complex IT systems,
- Excellent written and verbal communication skills; the ability to work successfully with a range of stakeholders and a capacity for proactive thinking and planning.
- The ability to effectively administer a range of complex activities including decision-making in relation to resourcing, prioritisation and risk escalation.
- Experience of managing projects and operations.

Essential Training

The post holder 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.