



2 x Fees Assistants

Finance Office

Professional 2

Permanent Contract & 11 Month Contract

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the department

The Finance Office has overall responsibility for the financial environment within the University and provides a comprehensive range of services to DCU Faculties, Schools, Research Centres, Professional Support Departments and the DCU Commercial Group of Companies.

Role Profile

The successful individual will be responsible for providing student fee administration support for a range of activities within the Fees function of the Finance Office and the University as a whole, as part of the Student Fees team.

The successful individual will report to the Fees Manager and will liaise closely with other Finance Office teams, colleagues within the University and with external stakeholders.

Duties and Responsibilities:

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

- Accountable for dealing with students, staff and others, who present at the Students Fees Office whilst also assisting students via email, phone and on-line with student fee related queries.
- Accountable for the collection of student fees both from students directly and third parties.
- Assist the credit control function in relation to outstanding student fees in all Faculties across the University.
- Assist with the administration and update of student queries on the ticket system Salesforce CRM.
- Assist the Fees team with student fee administration support for a range of activities within the Fees function.
- Accountable for ensuring accurate billing of student fees in accordance with the DCU Fee Prospectus and also with DCU policies and procedures.
- Ensure queries from students in relation to fees are dealt with in a confidential and discreet manner and are in line with GDPR regulations within the University.
- Active participation in University student events such as the Annual Open Day and Registration Days.
- Actively engage with internal stakeholders (including Faculties, the Registry Office, Academic Systems Support, the International Office and Student Support & Development), to ensure the registration and fees collection cycle is in line with the University's requirements including service levels.
- Assist the Fees Team in any updates to the existing Student Fees System and/or the implementation of any process improvements.
- Providing cover for other tasks within the Fees Team as required eg where team members are attending SIS workshops etc.
- Any other duties that may be assigned to the role.

Qualifications and Experience

Essential Experience:

Candidates must have a Leaving Certificate plus a recognised secretarial qualification and 3 years' relevant experience or a recognised secretarial course plus 5 years' relevant experience without a Leaving Certificate.

Desirable Experience:

The applicant will have strong MS Excel skills and experience with financial systems. The applicant must have excellent communication and interpersonal skills and be sensitive to the differing requirements of a diverse University setting.

Essential Training

The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.