



**University Events Coordinator
Professional 3
Communications and Marketing Department
3 Year Fixed Term contract**

Job Description

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.

Communications and Marketing Department

The University's Communications and Marketing Department uses its expertise to enable DCU to tell its story effectively across many channels, showing its value and impact on lives and society. It manages all aspects of the reputation of DCU, at a central level and through its support of DCU's faculties, schools and academics. It comprises a number of strategically focussed teams which includes: Digital Communications, PR/Communications, Marketing and University Events. It is responsible for DCU's digital communications, online engagement, media relations, public relations, external and internal communications, marketing, media training and crisis and risk management for the university. It is also responsible for the planning, delivery and support of a wide range of high quality, professional in person and virtual university events.

It manages the DCU brand and its positioning, all of its central advertising and marketing campaigns, web content, graphic design, videography/photography, and supports individual faculties and units in delivering effective marketing and advertising promotional campaigns and materials.

Events Team

DCU's University Events team is a newly established team within the Communications and Marketing Department, it delivers a broad range of University events working in partnership with both internal and external stakeholders. Under the direction of the University Events Manager the team is responsible for the planning, delivery and support of a wide range of high quality, professional in person and online events. It also advises members of the DCU academic and professional community on how to successfully organise and run their university events via a suite of web-based resources, including an event planning toolkit and it plays a significant role in hosting a range of external stakeholders, both virtually and on campus. The team delivers a professional, strategic service advancing the mission of the University through wide ranging collaboration, managing resources, promoting the University and delivering excellence and impact.

Role Profile

Reporting to the University Events Manager, the post holder will assist the organisation and management of all aspects of strategic university events. They will assist the work of the University events team to ensure all DCU events are of a high quality and professional standard showcasing the University at its best. The events coordinator will assist the team to ensure correct protocols and processes are in place for the successful execution of a range of events hosted by the University including showcase events, award ceremonies, visiting dignitaries, public lectures, networking functions and marquee events such as graduation ceremonies.

Duties and Responsibilities

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

- Provide administrative support across the Central Events team with a specific focus on support relating to Graduations and Honorary Conferring ceremonies.
- Manage and respond to all queries related to graduation ceremonies.
- Work with the Communications and Marketing Departments in house design team to ensure all templates and content provided for event invitations is accurate.
- Provide reports and updates as required regarding live and past events at weekly meetings
- Manage ticket requests and queries, assigning seats where required.
- Support the Deputy Events Manager to manage all accessibility requirements for graduation ceremonies.
- Ensure all ticket and general queries are resolved in advance of event day and manage the information desk on each graduation day.
- Set up of Eventbrite links and functions for additional events where required as well as google and drupal forms. Manage RSVPs and Guestlists as required.
- Provide on-the day support across all events as required.
- Assist in the management and upkeep of all key Events documents such as contact lists and event schedule.
- Act as web content editor for the University Events team ensuring all content displayed is accurate, current and up to date. Deleting old content and highlighting any potential issues.

Qualifications and Experience

The successful candidate will have:

- A third level qualification ideally in event management or related field.
- At least 2 years' experience in events, project management or a related area.
- A proven ability to assist the delivery of projects, work effectively as part of a team and take ownership of tasks seeing them through to completion and successful outcome.
- Be a self-starter with a proven ability to exercise initiative and good judgement.
- Excel at cultivating and maintaining good working relationships with all stakeholders.
- Possess strong written and oral communication skills.
- The ability to work effectively and remain calm under pressure.
- The ability to adapt to the needs of a busy and changing environment and deliver tasks within time constraints and respond effectively to changing priorities.
- Possess strong attention to detail and high accuracy.
- Good organisational, planning and problem-solving skills.
- The ability to work on one's own initiative and to meet tight deadlines.
- Good knowledge of database maintenance and management.