



JOB DESCRIPTION

**Centre Administrator
Professional 2
The Church of Ireland Centre
Institute of Education
Part time (0.5) Contract
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

The Church of Ireland Centre assists the Irish Protestant community and its network of schools. It provides the BEd pathway for those particularly preparing to teach in Protestant primary schools. The Centre has three academic staff (the Director, the School Placement Coordinator and the Religious Education lecturer), and is assisted by a half-time administrator. The Centre is part of the DCU Institute of Education and is located on the DCU All Hallows Campus.

Role Profile

The person appointed will be accountable for assisting the day-to-day activities of the Centre, for providing customer service, and for providing assistance to the Director of the Centre and Centre researchers. The successful candidate will be part of a team within the Denominational Centre and will also work closely with colleagues across the wider unit and with stakeholders within and beyond the university. He/she will also be expected to work on his/her own initiative and to liaise with relevant administrative and assist staff across the University. The post will be primarily based on DCU St Patrick's campus, but from time to time may involve working off-campus representing the Centre at conferences and information events.

Duties and Responsibilities

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

Assistance to Centre Director

- Update Centre webpages;
- Distribute the bi-annual Centre Newsletter;
- Assist with diary management for the Centre Director;
- Manage room and catering booking;
- Assist with event management and coordination;
- Assist with marketing centre initiatives and activities including attending promotional events;
- Assist in the Centre's linking with schools and the Irish Protestant community.

Customer Service

- Act as the first point of contact for the Centre for staff, students and members of the public;
- Provide frontline customer service, appropriately handling enquiries from DCU staff, students and the public, including referring enquiries to relevant centre staff and associates;
- Meet and greet visitors to the Centre including those attending events and appointments.

Financial Administration

- Routine financial administration to include: raising purchase orders, checking and processing invoices, confirming deliveries, processing travel claims and updating systems as appropriate.

Team work

- Work collaboratively with centre colleagues and other institute staff to ensure all institute activity is appropriately assisted during leave periods, or periods of high activity;

- Provide cover for other Institute of Education administrative staff in equivalent roles, as required.

Routine Administrative Duties

- General office duties, including for example, the use of various databases, records maintenance, data collation, stock taking, managing post, document formatting and production, and data entry and related checks.

The successful candidate will also be expected to participate in relevant training and to work across campuses as required.

Qualifications and Experience

Essential

- Leaving Certificate or equivalent, a recognised Secretarial Course and a minimum of three years' relevant office experience.
- Good interpersonal and customer service skills, and will be capable of dealing professionally and competently with staff and students.

Desirable

- A high level of computer literacy
- Excellent organisational skills
- High level of professionalism
- Good written and verbal communication
- Good standard of numeracy
- Flexibility in approach to workload and the ability to take accountability for one's own workload
- Discretion and confidentiality