



JOB DESCRIPTION

Administrator Professional 3 (P3)

**Teaching Enhancement Unit/Office of the Vice President for Academic Affairs
Permanent Contract (Part-Time, 0.6FTE)**

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 role of the Teaching Enhancement Unit (TEU) is to support innovation and excellence in teaching across DCU. TEU is a centralised service unit in the Academic Affairs portfolio which reports to the Dean of Teaching and Learning. It provides research-informed leadership in teaching and learning guided by DCU's Strategic Plan and the University's Teaching and Learning Plan. The TEU has two core functions.

Firstly, the TEU team is focused on strengthening staff capabilities to develop innovation, teaching excellence, and flexibility in delivering on the University's commitment to a transformative student

learning experience. It works closely with DCU's Faculties to identify teaching development needs and design professional development opportunities for both individual staff and programme teams. Some of this work involves supporting programme-wide curriculum design in strategic areas of development, such as the DCU Futures and ECIU University initiative. These initiatives strongly emphasise new models of Challenge-based Learning (CBL) and the transformative potential of new digital technologies in the teaching and learning experience. The TEU also manages teaching awards and DCU's commitment to the AdvanceHE Teaching Fellowship Programme. In supporting academic development, the TEU aims to foster strong disciplinary and interdisciplinary communities of practice that help to share best practices in teaching, learning and assessment.

Secondly, the TEU manages and supports DCU's virtual learning environment (VLE) known as Loop. This work involves managing a helpdesk service for both technical and teaching support, including more advanced pedagogical guidance on harnessing the potential of new learning technologies. The TEU team is also actively involved in national professional development initiatives supported by the National Forum for the Enhancement of Teaching and Learning in Higher Education and related professional bodies. They are well-known nationally for their work in supporting teaching enhancement and for their leadership in using new digital technologies for teaching, learning and assessment.

Role Profile

The TEU is now recruiting for the role of Administrator. The post holder will be primarily located on the Glasnevin campus. The overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core TEU activities. The information below provides an indication of the type of duties that may be associated with the post. Indicative duties may change over time. The post holder will report to the Head of the Teaching Enhancement Unit.

Duties and Responsibilities

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

- Providing administrative assistance to the Head of TEU, the academic development team lead and the learning environments team lead as well as the members of both teams within the TEU.
- Managing TEU events and arranging catering.
- Providing Administrative assistance for the President's Teaching Excellence Awards.
- Liaising with all relevant stakeholders, both internal and external to the TEU regarding requirements for TEU Projects.
- Promoting key elements of TEU activities through interacting with relevant DCU systems.
- Operation of the university finance system Agresso, and co-ordinating purchasing procedures for the Teaching Enhancement Unit as required.
- Acting as Secretary for relevant TEU meetings.
- Updating and ensuring relevant information on the TEU website is accurate and up to date.

- Providing assistance to enquirers to the TEU, including answering queries by phone, email and face-to-face.
- Designing, implementing and review of office systems to provide efficient administrative assistance.
- Supporting regular progress reports in terms of TEU's annual priority plan.

Minimum Internal Service Criteria

Please note that [internal service criteria](#) will apply

Candidates must hold a leaving certificate or equivalent, a recognised secretarial/office administration course or equivalent and five years' relevant experience, preferably in a higher education environment.

In addition, the successful candidate will ideally have:

- Strong organisation and administration skills;
- Proven high-level IT skills;
- Experience in event management;
- Strong financial and budget management skills;
- The ability to meet deadlines and work in a diverse and busy environment;
- Excellent communication skills and people skills;
- Excellent customer service skills;
- Flexibility in approach to workload;
- The ability to be accountable for his/her own work;
- A proven record in teamwork.

Essential Training

The postholder 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.