



JOB DESCRIPTION

Human Resources Assistant (Professional 2) ***Human Resources Department*** ***Fixed Term Contract 12 Months***

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

Dublin City University is organised around five academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete human resources service to these faculties, departments and campus companies.

Role Profile

Reporting to the HR General Office Team Lead, the HR Assistant will work as part of the HR General Office team. The HR Assistant in partnership with the HR General Office Lead, HR Generalists and the HR Management team will deliver an excellent comprehensive and professional service to employees of the University and Campus Companies along with supporting key stakeholders across the University.

While this job description attempts to identify and highlight the key areas and duties associated with a HR Assistant post within the University, it is not an exhaustive list. The tasks assigned to the successful individual may change over time, in line with the needs of the HR Department and the wider University. A rotation of key areas of responsibilities will be the normal practice. Duties and responsibilities may include but are not limited to the following:-

Set-up & Maintenance of Employee Master Record

- Input and update the employee master record accurately on the HR System Core for starters, leavers, employee changes, increments, additional leave, family leave requests or other HR related processes on a timely basis.
- Complete the daily allocations assigned by the HR Generalists or HRGO Team Lead.
- Ensure compliance with audit requirements relating to HR and payroll processes and procedures.

Contract Generation

- Generate and distribute accurate and high-quality employee contracts and documentation in a timely and consistent manner.
- Support employee activities associated with the HR & Payroll processes including on boarding and off boarding processes.
- Update all relevant trackers and file all relevant employee documentation on the HR System Therefore.
- Liaise with the HR Business Partners on any queries or clarifications in relation to employee contracts or SRA queries.

Increments and Additional Leave

- Update the monthly reports with the relevant Increment and additional leave information.
- Request and follow-up approvals from managers for increments and additional leave.
- Generate and distribute the relevant documentation in relation to additional leave to employees.
- Update the employee record on Core for increments and additional leave.
- File all relevant employee documentation on the HR System Therefore.
- Liaise with the HR Business Partners, managers and all key stakeholders in relation to any queries or actions required.

Family Leave Requests

- Review the completed family leave documentation from employees to ensure it's in-line with Policies & Procedures.
- Generate and distribute high quality documentation in relation to family leave requests to employees.
- Update the employee record on Core for family leave.
- File all relevant employee documentation on the HR System Therefore.
- Liaise with the HR Business Partners, managers and all key stakeholders in relation to any queries or actions required.

HR Administration & Support

- Action any HR queries from the ASKHR mailbox or requests directly from employees and key stakeholders within the University.
- Provide administrative cover and support within the team as and when required including HR and DCU Receptions.
- Provide a high level of customer service to all employees, visitors and the general public.
- Take a proactive approach to all queries ensuring they are followed up, closed or passed to the relevant stakeholder as appropriate.
- Develop and maintain strong working relationships across all levels of the HR Department and wider University.
- Ensure employee information is dealt with discreetly and confidentially at all times.
- Participate in and assist the team, department and University on ad hoc projects.
- Any other duties which may be assigned from time to time by HR Management.

HR Reporting

- Assist with the monthly HR reporting requirements.
- Generate other HR related reports as requested.

Qualifications and Experience

In addition to the Internal service criteria, the successful individual will have:

Essential

- 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.

Ideal

- CIPD membership.
- Excellent organisation skills and attention to detail.
- A record of success of working in a similar role within a Human Resources Department.
- Experience of providing HR assistance within a public sector environment, ideally within higher education.
- Excellent IT skills.
- Experience in the use of COREHR/People Management.
- The successful individual will demonstrate a high level of initiative, interest and energy, with an ability to deal with both complex and high-volume activities.
- Proven experience delivering high quality results with a strong focus on customer service.
- Excellent communication and interpersonal skills with the ability to maintain excellent working relationships with key stakeholders.
- Ability to demonstrate a high level of initiative.
- Strong focus on teamwork and partnership with all stakeholders.