



**INTRA and Mobilities Administrative Support
Professional 2
Office of the Vice President Academic Affairs
Permanent 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.

The Role

The INTRA and Mobilities administrative support team member will report to the Head of INTRA. He/she will act as a first point of contact with students taking the INTRA module, students on year abroad, exchange and or Erasmus and will liaise with employers and external organisations. They will be involved principally in scheduling of INTRA interviews with students which are conducted by external organizations, both on campus and externally, and in providing front line assistance to students and visiting employers. It is a key position within the team and of fundamental importance to the success of INTRA and DCU Global.

Duties and Responsibilities: Principal Duties and Responsibilities

The successful candidate will be responsible for the following, but not limited to, duties and responsibilities:

- Provide administrative support throughout the year for both INTRA and the DCU Mobilities teams.
- Schedule INTRA student interviews with external organisations (~2,000 per annum).
- Act as first point of information for students with regard to INTRA and Mobilities.
- Refer students for further information to relevant co-ordinator when necessary.
- Become familiar with University structures and academic calendar in order to best guide students with general queries.
- Book rooms for interviews on campus and arrange appropriate catering facilities.
- Meet & greet employers on arrival at DCU, provide them with information on interview schedule, candidate CVs, catering facilities and arrange transport where necessary
- Provide students with advice on location and travel arrangements for off campus interviews.
- Ensure students have confirmed attendance at each interview using appropriate communications channels (email, SMS, phone).
- Brief students on interview outcomes with any associated feedback from employer.
- Help students with interpretation of basic conditions of temporary contracts of employment in conjunction with the Co-ordinators and check all contracts to ensure they meet minimum requirements for INTRA.
- Contact each student in the workplace to check on progress and to get details relevant for tutor visit programme.
- Administer a portfolio of employers with respect to INTRA interview process as assigned by the co-ordinators.
- Assist employers with all aspects of recruitment of students by being familiar with their recruitment needs.
- Monitor daily placement of students and re-organise interview times with employers and students to ensure interview schedules are without gaps.
- Follow up with students and academic tutors for relevant information on placements.
- Prioritise tasks and deal efficiently with peak workloads, by co-operating closely with other INTRA and Mobilities support staff and the Office Manager.
- Complete tasks as assigned by Co-ordinators and Mobilities team.
- Ongoing communication with all team members for effective team synergy and successful completion of INTRA processes.

Qualifications, Skills and Experience Required

Candidates must hold a leaving certificate or equivalent, proven excellent secretarial and computer skills and three years' relevant work experience.

Essential Criteria:

- Candidates should have strong organisational skills.
- Good interpersonal skills.
- Ability to work effectively under pressure and to tight deadlines.
- Have good communication and administrative skills.
- Attention to detail is essential.
- The ability to prioritize work effectively.

Desirable Criteria:

- Customer service experience is desirable.
- Industrial experience will be an advantage.

Essential Training

Training required for the role should be entered here. At a minimum, the following should be entered in addition to other applicable, role specific mandatory 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.