



JOB DESCRIPTION

**School Assistant
Professional 2
DCU Institute for Education
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.

Overview of the department

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 30 and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood to primary and post-primary and further and

higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

Role Profile

The successful candidate will initially be assigned to the School of STEM Education, Innovation and Global Studies, but in the future may be reassigned to another school within the Institute of Education. He/she will work collaboratively with colleagues in other school offices and across the faculty. The role is located on St Patrick's campus.

The school assistant acts as a first point of contact for staff and students of the School and for members of the public. He/she also provides clerical support for the teaching, research and other activities of the School.

The school assistant's direct line management reporting is to the Senior Administrative Officer or nominee with day-to-day task allocation and direction provided by the Head of School. He/she will work closely with other faculty and school colleagues and with units across the University, including Registry, the Estates Office, Information Systems Services (ISS) and Finance.

Duties and Responsibilities

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

1. Act as the first point of contact for the school, including for staff and students of the school:
 - Address routine student queries and provide students with information on assignment submission,
 - timetabling and other relevant activities;
 - Advise school staff on administrative processes and escalate any queries or issues as appropriate;
 - Address queries from members of the public.
2. Provide assistance to the Head of School, to include:
 - Maintain school records;
 - Minute and make arrangements for school meetings;
 - Update school website content;
 - Arrange meetings, interviews and events including room bookings, catering and travel;
 - Assist with marketing of school's programmes at fairs and information events.
3. Provide routine finance administration assistance, to include processing orders, checking invoices, confirming deliveries.
4. Assist the Head of School and other school staff in organising events.

5. Work closely with other school assistants and faculty colleagues to improve customer service and administrative processes; alert the appropriate faculty administrator when issues or difficulties arise; communicate key deadlines and information to school staff.

6. Participate in any relevant training and quality review processes.

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 students and staff.

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 responsibility for one's own workload
- Discretion and confidentiality