



JOB DESCRIPTION

International Mobility Coordinator Professional 4 Placement Unit 3 Year Fixed Term 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

Placements, including work/industrial placements, clinical and practice placements, and international study placements have been a defining characteristic and an integral part of a large proportion of undergraduate programmes at DCU since its foundation. Recognising the very substantial contribution that placement makes to the personal and professional development of students, the University has

made a strategic commitment to enhance work placements and extend international study placement opportunities to a wider range of undergraduate programmes. The Academic Placement team's area of focus is on accredited student placement in partner universities internationally, and hosting of partner institutions' students in DCU. It is part of the DCU Placement Office, a unit that facilitates and supports accredited placement in enterprise and academic settings, both internationally, and has oversight of placement activities in professional settings. The team works closely with DCU Faculties and schools, Academic Programme leads, central support units (such as Registry, Careers and other areas within Student Support and Development), external placement partners and stakeholders, and is student facing.

Role Profile

The International Mobility Coordinator will work as part of the International Mobility Team to provide a professional and comprehensive service in support of a range of activities including Erasmus+ KA131, KA171, student Exchange and management of interinstitutional agreements. They will focus on outgoing and incoming Erasmus+ mobility for students and staff, including support for Erasmus+ KA171 activities. The successful individual will report to the Director of Placement or nominee(s), and will liaise closely with administrative colleagues, Faculties, Schools, and central support units, students, and external stakeholders on a regular basis. The successful individual will be a motivated self-starter, with primary accountability for the implementation of comprehensive professional support in a number of specified areas, as determined by the Director of Placement or nominee(s). The areas for which the successful individual will be tasked with are multifaceted in nature. The role involves communications with multiple stakeholders, the use of business systems, adherence to strict deadlines, the ability to deal efficiently with data and to simultaneously progress multiple processes. Indicative duties may change over time and the following provides an indication of the type of duties associated with the post under the guidance of the Director of Placement or nominee(s).

Duties and Responsibilities

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

- Design and planning of an annual cycle of priority activities, including promotion of mobility opportunities, KA171 application and reporting of KA171.
- Work with academic and professional colleagues on designing, planning and implementing support and assistance for student and staff mobility activities involving international partner universities for both outgoing and incoming students and staff.
- Coordinate and maintain formal agreements required to support mobility of students and staff with academic partner institutions, and partner students in DCU.
- Liaise with and assist Faculty to strengthen or initiate new agreements and relationships.
- Input to projects along with Team members, for example the SIS Programme and other projects related to the process of systemising the work of the Team.
- Liaise effectively with DCU academic and research staff and Finance to provide assistance for KA171 mobility for teaching staff, administrative staff and students.
- Review processes to ensure they are responding to customer needs, make suggestions for enhancements to processes and standard operating procedures and actively contribute to quality enhancement initiatives.
- Create SoPs as required.
- Update and maintain records and information on University systems.

- Generate mobility data for reporting purposes and to inform decision making.
- Liaise with external bodies nationally and internationally, including the HEA.
- Accountable for KA171 mobility reports and budget information to all stakeholders.
- Specialist in KA171 or KA131 and Exchange activities for both students and staff.
- Generalist in KA131, KA171, Exchange and Study Abroad activities.
- Liaise with University Offices as relevant, e.g. Faculty Managers, Registry, Finance, ISS, Fees, Student Support and Development etc.
- Participate in relevant working groups and events at an Institutional, national and international level, when/if required.
- Plan, prepare, coordinate and manage a variety of events and presentations as part of the mobility programme for staff and students. These may include open days, webinars, workshops, Erasmus+ expos etc.
- Create content for social media, the International Mobility website, and marketing of mobility opportunities to students and staff,.
- Represent DCU International Mobility and DCU Placement at overseas events, reach out to partners to maintain and grow relationships, followed by reporting on the proceedings and outcomes.
- Operate the drop-in centre for student queries.
- Undertake all training as required.
- Any other duties that may be assigned from time to time by the Senior International Mobility Officer or Director of Placement.

Qualifications and Experience

Essential:

- Individuals must have a Primary Degree or equivalent qualification.
- Individuals must have 3 years recent and relevant experience in administration, preferably in a higher education environment.

In addition, the ideal candidates will:

- Have a proven track record in administering multifaceted processes and operations in a complex or large-scale organisation, preferably in a higher education environment, and ideally within an international support function.
- Be self-motivated, well organised, able to plan, coordinate and progress tasks on their own initiative, on time and within budget.
- Be reliable and demonstrate a flexible positive attitude with strong stakeholder service focus and a strong desire to deliver an excellent service and experience for students and staff.
- Be able to contribute to the on-going development and refinement of administrative processes.
- Demonstrate competence in the use of complex IT systems.
- Demonstrate an ability to work effectively as part of a wider administrative team.
- Demonstrate dedication to a high quality in their work.
- Continuously strive to learn and adopt good practice.

Skills required

- Excellent interpersonal and communication skills.

- Teamwork.
- Presentation skills.
- Attention to detail and numeracy.
- IT skills
- Project management.
- Intercultural communication and diversity awareness.
- Ability to develop and maintain good working relationships with colleagues, and internal and external stakeholders.