



JOB DESCRIPTION

**Student Support Assistant
Professional 2
Student Support & Development
Student Advice Centre
Permanent**

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

Student Support and Development (SS&D) provides personal and professional development support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the Careers Office, Student Learning, Financial Assistance, Chaplaincy, the Student Health Centre, the Disability & Learning Support Office, DCU Healthy, Autism Friendly Office, Widening Participation, and the Access Office. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students>.

Role Profile

We are seeking to fill a role in the DCU Student Advice Centre. This role is ideally suited to a candidate who thrives in a busy front office environment and has strong administrative and communication skills. The successful candidate will primarily be based in one location, but they will be required to move across any of the DCU campuses. The post holder will be responsible for frontline customer service, dealing with students and staff via email, telephone, live online chat, and walk-ins. They will work with the team in the Student Advice Centre and provide administrative assistance to senior members of staff in the Student Advice Centre, the Deputy Director and Director of Student Support & Development and designated SS&D units. The postholder will work primarily on one campus but flexibility will be expected.

Duties and Responsibilities

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

- Frontline customer service in the Student Advice Centre, dealing with student and staff enquiries, and from the public via email, telephone, online chat, and walk-in.
- Appointment scheduling for Student Advisors and referring students to relevant colleagues in SS&D.
- Central administrative assistance for designated units of SS&D.
- Assistance in the administration of the events and workshops.
- Upkeep of the information stands, notice boards, and plasma screens ensuring all information is current.
- General office duties including filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom.
- Completing data entry using University systems, including stationary orders and accounts.
- Assistance with orientation and other University events/projects.
- Assistance with social media/communication campaigns and resources.
- Assistance with CRM queries and licences.
- Cross-unit collaboration when relevant and required.
- Other duties which may arise during the daily operations of the Student Advice Centre and upon request from the Head of Unit, Director, or Deputy Director of SS&D.

Qualifications and Experience

Candidates must hold a Leaving Certificate, a recognised administrative/secretarial qualification (FETAQ level 5) or equivalent and have at least three years' relevant experience in an office environment. Alternatively, candidates must hold five years' relevant experience in an office environment and a recognised administrative/secretarial qualification (FETAC level 5) or equivalent (without a Leaving Certificate).

In addition, the successful candidate will:

- Have experience working in an active and busy, front office environment dealing with the public.

- Have at least 2 years' experience working in education or in a similar sector.
- Ability to work well with young people and be empathetic to the pressures experienced by students in a third level environment.
- Have experience dealing with complex queries, maintaining confidentiality, and assisting people presenting in distress.
- Be flexible and used to working as part of a team and, when required, independently.
- Can prioritise workload and experience providing administrative assistance to multiple roles or areas.
- Have excellent communication and social skills.
- Have strong IT skills, a proven ability to work with new systems and good attention to detail.
- Have experience with assisting with events, marketing, and social media.
- Have good judgement and the ability to react to situations as required.

Essential Training

The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required including Children First, Cybersecurity and EDI.