



**Programme Administrative Assistant
Professional 4
Faculty of Humanities and Social Sciences
Fixed Term Contract - Up to 2 Years**

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.

Faculty of Humanities and Social Sciences

The Faculty of Humanities and Social Sciences is DCU's largest faculty, offering long-established subjects such as English Literature, Applied Languages, Geography, History, Irish, Law, Music, Politics, Theology and Religious Studies, and Philosophy and newer disciplines such as Media Studies, Journalism, Social Entrepreneurship, Translation Studies and International Relations.

The Faculty is home to seven schools including the School of Applied Language and Intercultural Studies; the School of Communications; the School of English; Fiontar agus Scoil na Gaeilge; the School of Law and Government; the School of History and Geography; the School of Theology, Philosophy, and Music and a number of research centres and institutes. The staff complement of the faculty comprises of more than 169 full-time academics, 21 professional and 3 technical members and has a student body in excess of 4,400 across a range of undergraduate, postgraduate taught and research programmes.

Role Profile

The post holder will work as part of the Faculty Programme Administration team to provide a professional and comprehensive administrative service in support of a broad range of Faculty activities associated with programme administration including engaging with working groups and other stakeholders to develop and improve process. The role involves the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of data and to simultaneously progress multiple processes. The Administrative Officer will be based on the DCU Glasnevin campus and will report to the Faculty Manager or his/her nominee.

Duties and Responsibilities

Duties associated with this post support the academic programme administration including processes for examination and assessments, timetabling, programme boards and academic structures. Duties include but are not limited to the following, and may be subject to change due to the Faculty and the University needs:

Examination and Assessment

- Processing results, ensuring data accuracy, quality and integrity is maintained;
- Prepare papers for consideration at review meetings, including collating membership and scheduling meetings;
- Ensure all results are captured accurately and produce final reports for review with internal and external academic colleagues whilst adhering to University regulations;
- Progression and resolution of issues and queries pre and post exam board reviews;

Timetabling

- Preparation of teaching allocations in conjunction with Heads of School and other relevant offices;
- Ensure academic structures are accurately captured on the timetabling software, scheduling activities and groups for a number of undergraduate and postgraduate programmes, ensuring all teaching staff are linked appropriately and all logistic issues are considered;
- Liaise with other faculties to ensure timetable is prepared in line with established parameters and students and staff have an optimum schedule;

Programme Board Administration

- Provision of comprehensive administrative assistance to Programme Boards, creating and collating meeting papers, minute taking and pursuing arising actions;
- Updating approved academic programme information on relevant databases;
- Provide administrative guidance to academic colleagues on University regulations/Marks and Standards;
- Assisting with Programme Accreditation(s), Period Programme Review and Annual Reviews as appropriate;
- Liaising with central University units in relation to student queries and applications;
- Participate in working groups for system and process developments.

Qualifications & Experience

Candidates must have a Primary Degree or equivalent in an appropriate area plus 3 years' relevant experience. The successful applicant will be well organised, be able to co-ordinate and progress the tasks associated with the post on their own initiative, and be able to contribute to the on-going development and refinement of administrative processes. The successful applicant will be flexible, possess an ability to work effectively as part of a wider administrative team, and have excellent written, communication and interpersonal skills.

In addition, the ideal individual 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
- Competence in the use of complex IT systems
- Be self-motivated, well organised, able to plan, coordinate and progress tasks on their own initiative
- Be reliable and demonstrate a flexible positive attitude with strong stakeholder service focus
- Be able to contribute to the on-going development and refinement of administrative processes
- Demonstrate an ability to work effectively as part of a wider administrative team
- Excellent interpersonal and communication skills applicable across students and staff in all roles
- Demonstrable commitment to high quality in their work.
- A high standard of written and oral fluency in Irish is a distinct advantage.