



Applications are invited from suitably qualified candidates for the following position

**Careers Operations and Engagement Co-Ordinator  
Professional 3 (P3)  
Careers Service, Student Support & Development  
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**

The Careers Service within Student Support & Development provides an important role in students' personal and professional development; we support students and recent graduates with their career development and employability to enable them to reach their potential and fulfil their career aspirations. Working to high professional standards we liaise with a variety of internal and external stakeholders including students, employers and professional bodies.

**Role Profile**

The individual will report to the Head of Careers Service or nominee(s) and will primarily be accountable for the provision of professional administrative assistance, finance administration, event assistance, stakeholder relationships, and operations. The individual will also work closely with staff in the Service, and will liaise with students, employers, academic, professional, administrative and technical units of the university, and with external stakeholders on a regular basis. This role will be based on the DCU campus.

## **Duties and Responsibilities**

Please refer to the job description for a list of duties and responsibilities associated with this role.

## **Minimum Internal Service Criteria**

Please note that [internal service criteria](#) will apply

Please note staff must have successfully completed their probationary period

**In addition, the successful individual will ideally have:**

### **Essential Criteria**

- Excellent customer service skills
- Strong interpersonal skills with proven experience of building and managing relationships with internal and external audiences
- Evidence of excellent written and oral communication skills
- Strong organisation, attention to detail and administration skills
- Proven high-level IT skills and a high level of proficiency and experience in technologies including MS Office
- Ability to multitask, prioritise tasks and work to deadlines
- Ability to exercise judgment, make appropriate decisions and escalate where relevant
- Experience working in a team environment with a flexibility in approach to workload
- The ability to take responsibility for one's own workload

### **Desirable Criteria**

- Experience of working in a third level environment or a Careers Service or Student Services in a university setting
- Knowledge of CRM, Drupal and Agresso would be a distinct advantage
- Experience of financial systems

### **Essential Training**

The individual will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. Other training may need to be undertaken when required.

### **Salary Scale:**

Professional 3 Salary Scale - €37,780 - €47,906

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

**Closing date: Monday, 21<sup>st</sup> August 2023**

**For more information on DCU and benefits, please visit [Why work at DCU?](#)**

**Informal Enquiries in relation to this role should be directed to:**

Ms Yvonne McLoughlin, Head of the Careers Service, Dublin City University.

Phone + 353 (0)1 7006282 Email: [yvonne.mcloughlin@dcu.ie](mailto:yvonne.mcloughlin@dcu.ie)

Please do not send applications to this email address, instead apply as described below.

**Application Procedure:**

Application forms are available from the DCU Current Vacancies website at [https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check\\_logged\\_in=1](https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check_logged_in=1)

Applications should be submitted by e-mail with your completed application form to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:  
#RC230702 Careers Operations and Engagement Co-Ordinator.**

*Dublin City University is an equal opportunities employer.*

*In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.*

*The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)*