



JOB DESCRIPTION

**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

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

Student and Graduate Relationship Management

- Act as the first point of contact for incoming queries into the general careers office from internal and external stakeholders including students and graduates via email, face-to-face, and telephone
- Follow up with Head of Service or nominee with regard to trends in queries
- Respond and/or assign student and recent graduate queries as appropriate
- Approve alumni sign-in and registrations via our CRM system. Merge graduate profiles as required
- Move between face-face and online support as required

Employer Engagement Relationship Management

- Triage employer queries (email, query function, telephone) and engage with employers as appropriate
- Approve organisation sign-ups and registrations to our employer system
- Manage the administration and approval of the jobs board offered to employers
- Oversee the suitability of content of adverts from employers, ensuring the information published for students and recent graduates is appropriate and relevant, and adheres to the Careers Service terms and conditions
- Make decisions regarding adverts that can be posted and advise employers if adverts will not be placed and why
- Deliver initial and refresher training for staff and student ambassadors for the online jobs board
- Assist with the maintaining and updating employer interactions in the employer entity in the CRM system
- Ensure the synergies between the Careers Service and INTRA Internship Office are maintained and make appropriate employer referrals to INTRA
- Support the Employer Engagement Strategy for the Careers Service

Operations

- Provide core administrative support to the Careers Service. Be a first point of contact for the Careers Service, dealing with a range of queries and operational issues on behalf of the Service, escalating when necessary
- Undertake operational duties, to include but not limited to, organising meetings, securing venues, preparing agendas and minutes, ordering of supplies and any other tasks relevant to the day to day running of an office
- Support the Head of Service with planning, process reviews and implementation of annual Graduate Outcomes Survey including liaising with the IT department with regard to the setting up of the call centre for the survey and the training of student callers
- Represent the Careers Service on the Student Support & Development GDPR working group as required
- Assist the Head of Service with the management of the filing, retention, and disposal of physical and cloud-based documentation and records, as necessary

- Support the induction and training of new team members to the Careers Service around administration and operational procedures
- Actively participate in strategic and team planning
- Engage in training as required
- Assist with the development, implementation, reviews and assessment for various online platforms to enhance student and employer experience
- Assist with trouble shooting and resolution of issues and queries with systems including logging tickets
- Proactively work with colleagues across the Careers Service to ensure operational procedures are robust, effective and support a positive customer experience
- Assist with the development of processes and policies for employer database management
- Assist with the review and update of the jobs board terms and conditions
- Assist with the development of clear and accessible processes for employer engagement
- Assist with the monitoring and evaluation of services and customer satisfaction, providing timely information to the Head of Careers for analysis and reporting
- Assist with the review and updates of SOPs, create new SOPs for new office procedures and processes

Finance

- Process orders for the office using the university finance system including PO generation and invoicing
- Preparation and reconciliation of monthly budget accounts
- Preparation of monthly forecasting for review with Head of Service to ensure spending is in line with agreed budgets
- Career Fairs & Events: co-ordinate invoicing and follow up on the requirements to set up new vendor accounts. Process sales invoices through various payment systems used by companies e.g., Ariba, Coupa, Tungsten Network, Payee Central, Adecco, SAP Cloud
- Liaise with the employer finance contacts and DCU Accounts Receivable to ensure correct VAT application and related documentation provided and uploaded to Agresso

Events and Career Fairs

- Support the coordination, promotion and delivery of events and career fairs
- Provide input to planning of events and career fairs
- Assist in the scheduling of employer and career related events
- Input event management information into the CRM system and the careers website
- Assist with the administration the Career Fairs booking forms
- Assist with the monitoring of registration and booking forms to ensure they are appropriate and ensure relevant follow up with employers
- Book rooms and venues
- Arrange catering
- Organise student ambassadors for events including on the day co-ordination of tasks
- Assist with the liaising and responding to participant queries prior to events, including student and employer queries.

Qualifications and Experience

In addition to the [internal service criteria](#), the ideal individual will 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