Front Office Administrator
Research Project Administration Unit (RPA)
Professional 4
2 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.

Role Profile

In order to help achieve the ambitious objectives of the University, the Research Project Administration Unit (RPA) wishes to recruit for the position of a Professional 4 Administrator. This position will provide operational and administrative support to the unit and report directly to the Research Project Administration Manager.

Principal Duties and Responsibilities

The duties & responsibilities of this role will include, but are not limited to the following:
- Act as the first point of contact for both the RPA Unit and National Centres for both internal and external queries ensuring timely resolution and liaise with other University Units on relevant matters.
- Provide administrative support to the Unit and to the Unit manager/Centre Directors in a variety of areas as required.

- Responsible for the smooth operation of the Purchase to Pay cycle in the Unit i.e. full processing from start to finish of requisitions, Purchase Orders and queries, delivery dockets, invoices, supplier queries, and liaising with Accounts Payable for all related queries.
- Ensure RPA Unit is compliant with both DCU and Funding Agency Financial Procedures and regulations, maintaining purchasing records for audit purpose and ensuring timely resolution of all Unit purchasing related queries.
- Support and work to ensure the efficient day-to-day running of all aspects of the Front Office and Project Administration operations of the RPA Unit.
- Provide training, support and oversight for the Front Office team on a daily basis including first point of escalation, workplan allocations while ensuring quality control is in place to ensure RPA standards of service delivery.
- Ensure training of unit supported staff in RPA procedures and processes as appropriate.
- Oversee the tendering process in the Unit in accordance with public sector procurement regulations.
- Organise Travel, produce Minutes, agendas and related documentation associated with Unit and Centre meetings or other meetings as required.
- Assist with Coordination, management and implementation, as applicable, of Unit and Project supported conferences, workshops, internal seminars, meetings and events and assist staff with event preparations as required.
- Provide Administrative support as required for the organisation of site visits for research bodies and funding agencies and assist in the preparation of associated literature and paperwork where necessary.
- Act as project manager and administrative contact for assigned research projects as required. Contribute to the preparation of governance/annual/quarterly and metrics reports for research centres as required.
- Where required develop a communications framework for research centers and projects that would include websites and dissemination materials as applicable
- Provide regular financial reports when requested to Centre Directors and RPA Administration Manager for management purposes and highlighting potential issues (i.e., overspends) and deviations from budget
- Other tasks as determined by the RPA Research Administration Manager

Qualifications, Skills and Experience Required

The post-holder must possess a primary degree or equivalent and at least three years relevant work experience. Applicants for this post should have a proven track record in the following:

- Financial administration.
- Project management over a number of years, preferably in a higher education environment.
- Ideally applicants should be very familiar with financial information system.
- Have a good understanding of the procurement and accounting process and in particular the accounts payable function.
- Will be organised, be able to co-ordinate and progress the tasks associated with the post on their own initiative.
- Contribute to the on-going development, refinement and co-ordination of the management processes.
- The post-holder must possess the ability to work effectively as part of wider project teams.
- Have excellent communication and interpersonal skills.
- Be committed to the delivery of a superior service.

Essential Training
The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety, Research Integrity and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.