



Applications are invited from suitably qualified candidates for the following position.

**Front Office Operations Officer
Research Project Administration
Professional 3
1 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 these, The Research Project Administration Team wishes to recruit for the position of Professional 3 to provide operational support across a wide variety of supported areas primarily at the Glasnevin Campus of the University. The role involves working on a range of projects to tight deadlines and the successful individual will possess a proven track record of successfully supporting and prioritizing a varied workload.

Principle Duties and Responsibilities

Please see attached job description for principal duties and responsibilities of the role.

Qualifications, Skills and Experience Required

In addition to the [Internal service criteria](#), the successful individual will have at least five years' experience in an educational environment. Ideally candidates should be very familiar with financial information systems and have a good understanding of the procurement and accounting process and in particular the accounts' payable function.

- The successful individual will have a strong customer service focus, excellent writing, organizational, communication and interpersonal skills, in addition an extensive knowledge of the Microsoft Office Suite in addition to knowledge of website content management and social media tools.
- Experience of providing administrative support to an academic research Centre or equivalent is also required.
- A motivated self-starter with a flexible approach to work who is capable of working with minimal supervision as part of a wider team and strives to achieve the highest standards in the completion of tasks.
- Excellent interpersonal and communication skills (both verbal and written) and the ability to build rapport and positive relationships at all levels are required.
- The successful individual will have effective time management skills in order to multi-task and be able to prioritise in a busy deadline driven work environment.
- Highly motivated, with excellent problem-solving skills.

The competencies required for this post are:

Team Working

Ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Ability to take a focused approach to developing contacts throughout DCU. Experience of working successfully in a team environment. Demonstrates a "can do" attitude and is flexible in their approach with ability to work on own initiative.

Personal Effectiveness/Excellence

Continuously strives to achieve high standards in the completion of tasks and in his/her approach to working with people. Demonstrates a high level of enthusiasm. Works in a structured and organised fashion and with a high degree of attention to detail. Is effective in planning and managing their workload and in sharing information. Has an understanding of and experience in accounting processes, excellent working knowledge of Microsoft Office Suite and the use of complex IT systems (e.g. databases).

Communication

Communicates in a clear manner and actively listens and engages to gain understanding. Uses a variety of communication methods in a professional way and appropriate to the audience. Can communicate the work demands to relevant stakeholder in an engaging and convincing manner in order to achieve goals effectively. Respects the importance of privacy and operating in a discreet and diplomatic manner.

Knowledge of Processes & IT

Has an understanding of and experience in accounting processes, excellent working knowledge of Microsoft Office Suite and the use of complex IT systems (e.g. databases).

Minimum Internal Service Criteria

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

Essential Training

The postholder 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.

Closing date: 15th 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. Jennifer Egan, Research Project Administration Manager, Research Project Administration, Dublin City University.

Email: Jennifer.egan@dcu.ie or telephone 001 700 6991.

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>

Applications should be submitted by e-mail with your completed application form to

hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line:

Job Ref: #RF1890 Front Office Operations Officer

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](#)