



**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

The duties & responsibilities of this role will include, but are not limited to the following:

- Responsible for the smooth operation of the Purchasing System in the Unit (Agresso) i.e. requisitions, delivery dockets, invoices, supplier queries and liaising with Accounts Payable for all related queries.

- Ensure adherence to both internal and external procurement regulations, maintaining purchasing records for audit purpose and ensuring timely resolution of all Unit purchasing related queries.
- Track income and expenditure and generate appropriate financial reports for Unit accounts on a monthly basis.
- Reviewing existing processes and practices, highlighting improvements and identify potential bottlenecks that may affect the workflow of the research projects team.
- Update both internal and external information systems for reporting and data metrics.
- Produce reporting where required for update of operational data both within the Unit and for wider DCU departments.
- Support the organisation of site visits for research bodies and funding agencies and assist in the preparation of associated literature and paperwork where necessary.
- Provide and maintain proper supporting structure to the Research Projects Unit, the Unit manager and Centre Directors as required.
- Provide input and resolution for operational queries from Centre Directors and researchers as required.
- Provide training and support for the purchasing function to unit supported staff as appropriate.
- Act as the first point of contact for the Unit for both internal and external queries ensuring timely resolution and liaise with other University Units on relevant matters.
- Support the efficient day-to-day running of all aspects of the operations of the Research Project Administration Unit.
- Bring to the attention of the Operations Manager issues which affect the operational efficiency of the Unit.
- Assist with the co-ordination of Unit supported conferences, workshops, internal seminars, meetings and events and assist staff with event preparations as required.
- Responsibility for website content for National Centres and hosted research entities and ensuring that all information is professionally presented and kept fully up to date.
- Undertake any other duties that may be assigned by the Operations manager or his/her nominee.

Qualifications, Skills and Experience Required

The successful individual should have at least five years' experience in an educational environment. Ideally applicants 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).

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.

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](#)