



## **JOB DESCRIPTION**

**Secretary  
Professional 2 (P2)  
Student Advice Centre  
Student Support & Development  
11 months fixed-term contract**

### **Dublin City University**

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

### **Overview of the department**

Student Support and Development (SS&D) provides personal and professional development support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the Careers Office, Student Learning, Financial Assistance, Chaplaincy, the Student Health Centre, the Disability & Learning Support Office, DCU Healthy, Autism Friendly Office, Widening Participation, and the Access Office. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students>.

## **Role Profile**

We are seeking to fill a role in the Student Advice Centre. This role is ideally suited to a candidate who thrives in a busy front office environment and has strong administrative and communication skills. The successful candidate will primarily be based in one location, but they will be required to move across any of the DCU campuses. The post holder will be responsible for frontline customer service, dealing with students and staff via email, telephone, live online chat, and walk-ins. They will work with the team in the Student Advice Centre and provide administrative assistance to senior members of staff in the Student Advice Centre, the Deputy Director and Director of Student Support & Development and designated SS&D units.

## **Duties and Responsibilities**

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

- Frontline customer service in the Student Advice Centre, dealing with student and staff enquiries and from the public via email, telephone, live online chat, and walk-in.
- Making appointments for Student Advisers and referring students to relevant colleagues in SS&D.
- Central administrative assistance for designated units of SS&D.
- Assistance in the administration of the Pathways to Success Programme.
- Upkeep of the information stands and notice boards, ensuring all information is current.
- Updating the SS&D plasma screens.
- Completing data entry using University systems, including stationary orders and accounts.
- Assistance with Orientation and other University events.
- Assistance with social media campaigns and CRM licences.
- Cross-unit partnership when relevant and required.
- General office duties including filing, stock-taking, distributing post and other documentation to colleagues, photocopying, upkeep of storeroom.
- Other duties which may arise during the daily operations of the Student Advice Centre and upon request from the Head of Unit, Director, or Deputy Director of SS&D.

## **Qualifications and Experience**

Candidates must hold a Leaving Certificate, a recognised administrative/secretarial qualification (FETAQ level 5) or equivalent and have at least three years' relevant experience in an office environment. Alternatively, candidates must hold five years' relevant experience in an office environment and a recognised administrative/secretarial qualification (FETAC level 5) or equivalent (without a Leaving Certificate).

### **In addition, the successful candidate will:**

- Have experience working in an active and busy, front office environment dealing with the public.
- Have at least 2 years' experience working in education or in a similar sector.
- Ability to work well with young people and be empathetic to the pressures experienced by students in a third level environment.
- Have experience dealing with complex queries and people presenting in distress.
- Be flexible and used to working as part of a team and, when required, independently.
- Can prioritise workload and experience providing administrative assistance to multiple roles or areas.
- Have excellent communication and interpersonal skills.

- Have strong IT skills, a proven ability to work with new systems and good attention to detail.
- Have experience with assisting with events, marketing, and social media.
- Have good judgement and the ability to react to situations as required.

### **Essential Training**

The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required including Children First, Cybersecurity and EDI.