



JOB DESCRIPTION

HR Receptionist (Professional 2) Human Resources Department Fixed Term – 11 Months

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

Dublin City University is organised around five academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete human resources service to these faculties, departments, and campus companies.

Role Profile

Reporting to the HR General Office Supervisor, the HR Receptionist will work as part of the HR General Office team. The HR Receptionist, in partnership with the HR General Office Supervisor and the HR Management team, will deliver an excellent comprehensive and professional service to employees of the University and Campus Companies along with supporting key stakeholders across the University.

While this job description attempts to identify and highlight the key areas and duties associated with a HR Receptionist post within the University, it is not an exhaustive list. The tasks assigned to the successful individual may change over time, in line with the needs of the HR Department and the wider University. A rotation of key areas of responsibilities will be the normal practice. Duties and responsibilities may include but are not limited to the following:

HR Reception

- Provide a high level of customer service to all employees, visitors, and the general public.
- Answer customer queries in person, on the phone or via email in a professional, efficient, timely and courteous manner.
- Provide general administrative assistance, which may include, photocopying, binding, scanning, and filing.
- Provide administrative cover and assistance within the team as and when required including HR and DCU Receptions.
- Monitor the HR department schedules on a daily basis to assist interviews and meetings.
- Manage the process of confidential shredding of information.
- Ensure the ordering and provision of stationary, car park tickets and all relevant supplies for the HR department.
- Develop and maintain strong working relationships across all levels of the HR Department and wider University.
- Manage and distribute the post.
- Maintain strict confidentiality and discretion at all times.

Facilities Management

- Book meeting rooms where necessary.
- Manage the facilities within the HR department to ensure adherence to the established standards for each area.
- Complete daily checks and audits for each area and action accordingly.
- Ensure supplies are ordered and provided on a daily basis to the established standards.
- Identify and implement continuous improvements for facilities.
- Log tickets with estates for the HR Department as required.

HR Administration & Support

- Review and process Cycle to Work applications for employees.
- Manage the ASKHR mailbox and requests from employees and key stakeholders within the University and allocate or action accordingly to the relevant stakeholder.
- Provide backup for Garda Vetting administration when required and complete the verifying process for employees.
- Distribute employee contracts to employees and follow up on any queries.
- Manage the return of employees contracts, update the relevant trackers and store on Therefore.

Procurement

- Key point of contact in HR for Agresso, the Finance system. Generate purchase orders as required for the HR Department and forward to the requester.
- Forward invoices to Finance and follow up on any issues in relation to PO's or invoices.
- Set-up new suppliers on Agresso and issue to Finance for approval.
- Complete end of month and year end processes on open purchase orders for the HR Department and escalate where necessary.

Medicals

- Ensure all new employees complete a pre-employment medical questionnaire in advance of their start date.
- Liaise with the medical provider for confirmation of completion letters and store on Therefore.
- Manage and track completion and issue reminders where necessary.

Set-up & Maintenance of Employee Master Record

- Assist the HR General Office team when required with accurate input and update of the employee master record on the HR System Core for starters, leavers, employee changes, increments, additional leave, family leave requests or other HR related processes on a timely basis.
- Complete the daily allocations assigned by the HR Generalists or HR General Office Supervisor.
- Ensure compliance with audit requirements relating to HR and payroll processes and procedures.

Contract Generation

- Generate and distribute accurate and high-quality employee contracts and documentation in a timely and consistent manner.
- Assist employee activities associated with the HR & Payroll processes including on boarding and off boarding processes.
- Update all relevant trackers and store all relevant employee documentation on the HR System Therefore.
- Liaise with the HR Business Partners on any queries or clarifications in relation to employee contracts or SRA queries.

Qualifications and Experience

In addition to the Internal service criteria, the successful individual will have:

Essential

- A leaving certificate or equivalent.
- Must have a minimum of 3 years' relevant office experience.

Ideal

- Experience of HR administration and payroll processes.
- Proven experience delivering high quality results with a strong focus on customer service.
- Excellent communication and interpersonal skills with the ability to maintain excellent working relationships with key stakeholders.
- Excellent organisation skills and attention to detail.
- A record of success of working in a similar role within a Human Resources Department.
- Experience of providing HR assistance within a public sector environment, ideally within higher education.
- Excellent IT skills.
- Strong focus on teamwork and partnership with all stakeholders.
- The successful individual will demonstrate a high level of initiative, interest and energy, with an ability to deal with both complex and high-volume activities.
- Ability to demonstrate a high level of initiative.
- Experience in the use of CoreHR/People Management.