



JOB DESCRIPTION

Professional 2 - Registry Assistant

Registry

Fixed term contract (up to 12 months)

Overview

Dublin City University www.dcu.ie 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 the 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 creating 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 also consistently features in 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 also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

Registry is a busy and dynamic office environment with responsibility for the management and delivery of academic administration services to the University community. The primary areas of responsibility include student admission and enrolment; curriculum and student records; and University examinations and awards. The University's room booking function also form part of Registry services. Registry operates two Information Services Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. Registry is currently structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisation structure of the Registry, including its responsibilities can be found at <http://www.dcu.ie/registry/index.shtml>

Student Information System

As part of the DCU Strategy, the University has committed to a number of projects that will transform student and staff interactions and university operations. This is a multi-year programme that will enable

new and improved ways of working that will enhance the staff and student experience. The Student Information System (SIS) is at the centre of the university's administrative operations and it facilitates the management of key processes and data. The first step and one of the most critical enablers of achieving DCU ambitions is the implementation of a flexible and robust SIS. This programme of work has now commenced. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

Role Overview

The Registry is now recruiting for the role of Registry Assistant (P2). Post holders will be primarily located on the Glasnevin campus and will be required to work across campuses at various times during the academic year. The overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities across multiple campuses. The information below provides an indication of the type of duties associated with any of the posts. Post holders may be responsible for supporting operations associated with some or multiple elements of the student lifecycle.

Duties and responsibilities:

- Provision of Customer Service Support to all enquirers to the Registry including answering queries from staff, students, prospective students and parents. Such queries are dealt with through face to face contact at the Registry Information Reception Areas, by Telephone, E-mail and Letters.
- Administrative work including the use of the University student information system (SIS) for inputting, retrieval and validation of student information.
- Providing administrative support to key Registry student lifecycle processes, e.g. admissions, academic programme structures, examinations, registration, awards.
- Responding to administrative requests from students e.g., posting of DCU prospectus, producing letters, confirming registration status, issuing transcripts.
- Assisting with the provision of self-administered services for students from the Registry e.g., on-line registration / progression for students.
- Checking of documentation submitted by students and liaising with Programme Board Chairpersons and research supervisors about relevant documentation.
- Checking and collating documentation for Graduate Studies Research Board, notification of Board decisions and following up on queries with students and research supervisors.
- Checking and processing of research external examiner expense claims.
- Making and receiving telephone calls, distribution of departmental post, booking rooms, organising meetings and taking minutes at meetings.
- Working as part of a busy team, liaising closely with team colleagues.
- Liaising with staff across the University e.g. Student Fees Office, Faculty Offices, Teaching staff, Estates, Student Support & Development, Information Systems & Services Department, International Office, Graduate Studies Office.
- Providing administrative support to the E-Vetting process, University room booking function, Faculty Awards Board and Progression and Award Board Meetings.
- Participating in relevant training.
- Engaging in Registry and University quality enhancement initiatives, reviewing processes, standard operating procedures and other process documentation.
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.

The above outlines in a broad sense the range of duties associated with a Registry Assistant Professional 2 post. However other duties may arise as the requirements of Registry, the University and students change over time.

Qualifications and Experience

Candidates must have a Leaving Certificate plus a recognised secretarial/office administration qualification or equivalent and 3 years' relevant experience or a recognised secretarial course plus 5 years' relevant experience without a Leaving Certificate.

In addition to the above candidates should possess the following skills:

- Experience in customer service
- Excellent administrative skills
- Excellent IT Skills, experience working with large databases would be an advantage
- Good organisational skills with an ability to manage large volume
- Flexibility in approach to workload
- The ability to multi task in a busy environment
- The ability to take responsibility for one's own workload
- An interest in learning new processes and systems

Additional Information

A Registry Assistant panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a fixed term Registry Assistant role which arises in the future. This panel will expire six months following the date of interview for this competition.

Mandatory Training

Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. 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](#)