**JOB DESCRIPTION**

**Senior Administrative Officer**
**DCU Institute of Education**
**Professional 5**
**18 months 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.

**Overview of the department**

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 28 and a student body in excess of 4,000. The Institute brings together

students of education across all sectors from early childhood, to primary and post-primary, and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

**Role Profile**

The Institute is seeking to recruit a Senior Administrative Officer (SAO). This position is located within the Faculty Office and is a key administrative management role. The SAO reports to the Assistant Faculty Manager (Academic Affairs) and is accountable for delivery of critical faculty outputs. The person appointed is also expected to make a significant contribution to the attainment of the Faculty's operational objectives through their membership of the Faculty Office Management Team.

The SAO will manage the programme and research administration teams to ensure timely quality delivery of core faculty functions such as timetabling and examinations. The SAO will support the AFM in establishing appropriate and rigorous regulatory structures and will also provide the secretariat to a number of faculty committees.  The person appointed will also be allocated responsibility for progressing faculty office projects.

**Duties and Responsibilities**

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

- Line management and administrative leadership of the programme and research administration team

- Project management of operational delivery of core faculty outputs (for example, timetabling); monitoring timelines, process efficiency and output quality; managing issues and risks and escalating as appropriate; and briefing stakeholders.

- Developing and maintaining expert knowledge of key processes, systems and policies; intervening proactively at university, faculty or team level as required to ensure timely quality delivery

- Manage secretariat provision to faculty committees(s)

- Coordinate team training on the use of DCU systems (e.g. ITS, Scientia)

- Develop and evaluate reports across DCU systems (e.g. Discoverer, Iris, Guru, Scientia) as required

- Devise and monitor quality assurance mechanisms to ensure the accuracy, completeness and integrity of processes within Faculty and of data maintained by the Faculty.

- Contribute to the Faculty Office Management team and to the on-going enhancement and development of the Faculty.

- Undertake other duties or projects as assigned by the Assistant Faculty Manager

**Qualifications and Experience**

**The ideal candidate will have:**

- Strong problem-solving and technical skills including competence in use of complex IT systems, quantitative reasoning skills and a capacity for proactive thinking and planning.

- Excellent social skills with the potential to develop strong team management skills.

- The ability to effectively administer a range of complex activities including decision-making in relation to resourcing, prioritisation and risk escalation.

- Excellent written and verbal communication skills; the ability to work successfully with a range of stakeholders.