



**Student Fees Officer  
Professional 4  
Registry  
Fixed Term Contract up to 11 months**

**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.

**The Registry**

The 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; student fee administration; 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 Programme**

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 multi-year programme 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 Profile**

The post holder will be primarily located on the Glasnevin campus but may be required to move between any of the DCU campuses. This post will provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities.

The Student Fees Officer will be responsible for supervising the operations and processes of the student fee administration function. The information below provides an indication of the type of duties that may be associated with any of the roles. The individual may be responsible for some or multiple elements of the duties and responsibilities listed. Indicative duties may change over time.

### **Principal Duties and Responsibilities**

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

- Supervise and support the student fees administration function to ensure an efficient and effective collection of student fees both from students directly and third parties.
- Supervise the student fees administration function in relation to outstanding student fee collection and customer debt relating to all Faculties across the University.
- Review and approve daily banking/allocation of student fee payments on the student fees system, and ensuring reconciliations are in a format for review.
- Review and approve bank and other reconciliations in a format suitable for internal and/or external review.
- Resolve queries in relation to bank and other reconciliations, escalating as appropriate to the Fees Manager
- Oversight of the SUSI process, ensuring the accurate and timely completion of returns and liaising with relevant colleagues.
- Monitoring and ensuring the timely response to student fee queries whether via email, CRM Salesforce, phone or in person.
- Dealing with escalated complex queries in relation to student fee administration, whether from students or internal stakeholders.
- Supporting the Fees Manager in responding to internal and external audit queries, following up on provision of data and evidence as required.
- Review and approve payment proposals for grants, scholarships, and refunds etc. to students in line with DCU policies and procedures.

- Assist with month end close, ensuring the relevant controls, reconciliations and reports are completed on Agresso, in accordance with month end procedures and protocols and ensuring the assessment of provisions and income accruals, etc., are recognised on a monthly basis as part of the balance sheet reconciliation process.
- Follow and further develop credit control procedures to ensure timely collection of amounts owed from students and third parties
- Oversight of student fee assessment process, including reviewing and processing previous study declaration forms
- Provide training to colleagues in relation to tasks within the role, to ensure appropriate cover arrangements are in place. Develop training plans for new team members for approval by line manager.
- Manipulation and extraction of data from key systems. Design, and generate reports, analyse data and present results to inform decision-making.
- Publication and updating relevant information on the University website using Drupal.
- Review processes to ensure they are responding to customer needs, make suggestions for enhancements to processes and standard operating procedures and actively contribute to Registry quality enhancement initiatives.
- Development of standard operating procedures and processes to support student fee administration operations.
- Contribute to and assist with the implementation of the Student Information System (SIS), which includes but is not limited to, attending workshops, training sessions, active engagement with the SIS project team, assisting with the change management process, system testing, and actively providing feedback from the project to other team members
- Active participation in University Student events such as the Annual Open Day and Registration Days.
- Actively engage with internal stakeholders, to ensure the registration and fees collection cycle is in line with the University's requirements including service levels.
- Representing Registry on relevant working groups and University events.
- Working as part of a team to ensure the effective delivery of Registry student services and operations.
- 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 Co-ordinator post. However, other duties may arise as the requirements of Registry, the University and students change over time.

### **Qualifications and Experience**

**Essential Experience:** Candidates must have a Primary Degree or equivalent (NFQ Level 7) qualification plus three years relevant experience, preferably in a higher education environment or financial function

**Desirable Experience:** Strong MS Excel skills and extensive experience with financial systems across the Fees and/or other finance functions. Experience with Agresso Financial System 6 is an advantage.

**In addition, the ideal candidate will have:**

- Excellent organisational and administrative skills with experience in co-ordinating company or institution wide projects.
- The ability to multitask, prioritise tasks and work to deadlines.
- Demonstrable experience of flexibility and adaptability.
- The ability to supervise projects and work effectively as part of a wider administrative team with the capacity to identify key issues and propose solutions in a timely manner.
- Excellent IT skills with experience of large complex databases and collation and presentation of data using reporting tools.
- Excellent written, communication and interpersonal skills.
- The ability to engage effectively across a wide range Faculties and professional support units, building and maintaining strong working relationships.

**Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). 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](#)**