



**Administrative Assistant
Professional 4
The 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 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 Profile

The individual 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 across both the Enrolment and Awards teams. The information below provides an indication of the type of duties that may be associated with any of the posts. The individual may be responsible for some or multiple elements of the student lifecycle. Indicative duties may change over time.

Principal Duties and Responsibilities

Include, but are not confined to the following:

- Project co-ordination and oversight of significant student lifecycle administrative functions, e.g. admission, registration, progression and examinations.
- Supervision of staff and allocation of project workloads and act as a query escalation point for team members.
- Updating and maintenance of student records and curriculum information on University systems.
- 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.
- Provision of customer service support to enquirers to Registry, including answering queries from staff, students, prospective students and parents.
- Communication with staff and students regarding student lifecycle processes.
- Liaison with other University Offices as relevant, e.g. Finance, ISS, Fees, Disability, International, Student Support and Development.
- 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 Registry operations.
- Provide training for colleagues on various Registry systems and processes.
- Contribute to the development of the new Student Information System (SIS) and other systems to meet future needs of stakeholders.

- Provide administrative assistance to various team based Registry activities including registration and Progression and Award Boards.
- 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.

Duties and responsibilities can change over time and other duties may be assigned by the Director of Registry or their nominee.

Qualifications and Experience

Candidates must have a Primary Degree or equivalent (NFQ Level 7) qualification plus 3 years recent and relevant experience in administration, preferably in a higher education environment.

Experience of higher education admissions procedures would be a distinct 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 post holder will be required to undertake the following essential compliance training: Orientation, Health and Safety and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.

Additional Information

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