



JOB DESCRIPTION

***Global Programmes Assistant
Finance and Federal Aid
Professional 3
Student Recruitment
11 month Maternity Cover***

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 Student Recruitment Office is responsible for all communications and activities relating to the promotion of DCU to prospective undergraduate and postgraduate student and relevant audiences. The Dublin team comprises of the Head of Student Recruitment, the Global Recruitment Manager,

and three student recruitment officers. The Student Recruitment Team reports to the Executive Director for External Engagement, via the Head of Student Recruitment.

Role Profile

The successful candidate will be responsible for ensuring that the needs of the Global Recruitment Office are met with regards to the provision of information and dealing with any financial and federal aid queries as they arise. Additionally, the successful candidate will provide general administrative assistance for Global Recruitment Office staff, prospective students and partners. The position will be based at the DCU Glasnevin Campus and will report to the Global Recruitment Manager.

Duties and Responsibilities

- Work with the Global Recruitment team, in particular the Global Recruitment Manager, to ensure staff and students are updated on all relevant information ranging from academic to financial queries.
- Ensure efficient administrative assistance for Student Recruitment activities regarding financial matters. This could include, but is not limited to, providing reports on spending, tracking and monitoring budgets, answering supplier queries, tracking and following up invoices, payments, administering all accounts on Agresso, calculating budget spend, and adding and maintaining new and current supplier database.
- Responsible for administering the University's participation in the US Federal Aid programme. This includes, but is not limited to, updating yearly processes, creating templates, calculating costs and loan information, assessing and sending application decisions, answering queries, regular reporting on Federal Aid platforms, tracking student results, maintaining records for audit purposes, working with external auditors, administering loan disbursements, updating information on the website, and keeping abreast of programmatic updates.
- Liaise closely with internal colleagues including the Finance Office, the Registry Office, the Placement Office and Student Support and Development.
- Link with external providers such as the Higher Education Authority (HEA), the European Commission (EC), the US Department of Education, Educational Agents and other government sponsorship bodies. Track tuition fee payments made and provide information related to the progress and status of scholarship/funded students to these organisations.
- Coordinate the processing and managing of commission payments to education agent partners. This includes, but is not limited to, setting up suppliers, processing agent commission payments, confirming enrolments, and working with agents to reconcile payments and registrations.
- Management of an agency agreement database ensuring that accurate records and processes are kept up to date and communicated to relevant stakeholders.
- Maintenance of Student Recruitment accounts, numerical work including the preparation of statistical material.
- Maintain appropriate records and files.
- Provide excellent student assistance and customer service to students serviced by Student Recruitment.

- Assist in representing DCU during official visits and international travel as required.
- Provide administrative assistance to the Head of Student Recruitment and other members of the Team as required.
- Taking part in any other duties which may be deemed necessary by the Head of Student Recruitment and the Global Recruitment Manager.

The role requires flexibility, initiative, and resilience.

Qualifications and Experience

The ideal candidate will have:

Candidates must have a Leaving Certificate or equivalent, have successfully completed a recognised administrative course and have at least five years relevant work experience including finance responsibility. Strong customer service skills are essential and experience working in an international environment is desirable. Candidates will ideally have strong organisational and interpersonal skills, proficiency with IT programmes and the ability to work under pressure. It would be a distinct advantage for applicants to have experience of providing programme or project administration in an academic and / or international education environment.

In addition, the successful candidate will have:

- Comprehension of financial reporting
- Excellent administrative and organisational skills
- Excellent communication and people skills
- Good IT skills
- Knowledge of the ITS, Agresso and CRM systems would be of great advantage
- The ability to work in a diverse, busy environment
- A proven record in teamwork
- Experience in customer-service
- Experience with student assistance within an academic institution
- An interest in cultural diversity and international affairs generally

The above attempts to outline, in a broad sense, the type of duties involved in this role. Other duties may arise as the requirements of the students and the environment develops.