



JOB DESCRIPTION

**Senior Faculty Assistant - Grade III
Centre for Executive and International Education
DCU Business School
Permanent Contract**

Overview

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century. As Ireland's University of Enterprise and Transformation, DCU is characterised by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector, including commercial, social and cultural enterprises. Excellence in its education and research activities has led to DCU's consistent position in the rankings of the world's top young universities.

Overview of the department

DCU Business School is a dynamic School whose history is marked by steep upward development. From the outset, our guiding voices were those of industry and students and, as a result, we are today distinctive for our deep and responsive industry engagement and our close concern with the success of our students. From those beginnings in the 1980s, and particularly over the last ten years, DCU Business School has developed an excellent research profile characterised by its industry relevance and a strong international reach. The School is accredited by AACSB, AMBA and has been awarded the Small Business Charter from the Chartered Association of Business Schools. Additionally, our programmes have relevant professional accreditations. DCU Business School is an engaged, innovative internationally-focused School which prides itself on its excellent reputation for impacting students, the academic community, industry and wider society.

Role Profile

The post-holder will be required to provide professional and comprehensive administrative support for DCU Business School's Executive Education team and related activities. The individual will report to the Director of Commercial Business Development or her/his nominee.

Duties and Responsibilities

The principal duties and responsibilities of the position include but are not limited to the following:

- Working closely with the Director of Commercial Business Development or her/his nominee and DCU Business School Executive Education team members to provide administrative support to the School's Executive Education activities and academic programmes.
- Assisting programme chairpersons, managers, trainers and clients in relation to programme planning, delivery and administration.
- Working alongside academic and administrative colleagues to provide assistance for important programme related strategic initiatives such as HEA Springboard+ and Human Capital Initiative (HCI) type schemes or customised programmes funded by other external partners.
- Liaising with Registry, Fees and other internal and external stakeholders in relation to academic offerings linked to Springboard, HCI or similar government initiatives.
- Assisting with strong relationship management of key clients by telephone, email and in person.
- Assisting in developing programme content: schedules, module content, trainer slides, budgets, evaluation surveys and end of programme evaluation reports as required.
- Supporting programme delivery – this may include online delivery therefore some experience of using online communications platforms and web-based tools, will be essential.
- Supporting programme delivery – this may take place in DCU or outside on occasion and therefore some flexibility around location and timing of programme support, will be essential.
- Supporting programme delivery – this includes logistical planning and assistance such as venue bookings, catering bookings, trainer booking and preparation, programme participant and client engagement.
- Assisting in the compilation of statistics and reports relating to Executive Education programmes.
- Assisting and attending the School's participation at executive education related programme days and company events. Assist in the organisation and implementation of any promotional information events and online or offline related promotional activity.

- Any other duties which may be assigned from time to time by the Director of Commercial Business Development or her/his nominee.

Qualifications and Experience

In addition to the [internal service criteria](#), the ideal candidate will have:

- A demonstrated ability in the use of various IT systems and packages.
- Strong data analysis, presentation and reporting skills.
- Good verbal and written communication skills.
- Experience of external stakeholder engagement.
- Be capable of undertaking duties requiring initiative.
- Be capable working both as part of a team and on their own initiative while exercising a high level of judgement, confidentiality and discretion.

The competencies required this post are:

- **Building and maintaining relationships:** Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organization.
- **Personal Effectiveness/ Excellence:** Continuously strives to achieve high standards in the completion of tasks and in approach to working with people.
- **Teamworking:** Working collectively in a supportive manner to share tasks and information. Shows respect for the contribution of others.
- **Knowledge of Processes & IT:** Shows a willingness to engage with processes and technology.

Mandatory Training:

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.