



International Programmes Assistant
Secretary Grade II
International Office
Fixed Term Contract Up to 1st October 2021

Overview

Dublin City University www.DCU.ie is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

The International Office

The International Office is a busy and dynamic office environment involved in wide-ranging activities that result in the recruitment of international students and the coordination of students for participation in exchange programmes worldwide. Amongst its many activities, the International Office is responsible for the promotion of DCU at international events and the support of international students – both at the pre-arrival stage and upon arrival at DCU – and acts as a 'one-stop-shop' for queries of various natures.

The DCU International Office is based on the All Hallows campus, and in order to provide a high level of Customer Service the International Office team will need to be available to move between the various campuses as required.

Role Overview

The International Programme Assistant role will function as part of the wider International Office team, but will provide specific administrative assistance to the Mobilities team and Recruitment and Assessment team within the Office. This position will report directly to the Global Recruitment Manager, and the overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the coordination and delivery of core International Office activities across multiple campuses. S/he will assist with the processes related to international student recruitment and marketing which will include providing a high standard of customer service and assistance to students, partners and external stakeholders. The successful candidate will also work closely with other members of the International Office, providing administrative support and assisting in any duties that are deemed appropriate for the smooth running of the various activities undertaken by the International Office.

Duties and Responsibilities

The successful candidate will be responsible for ensuring that the needs of the International Office are met, in particular with regards to the provision of information and dealing with queries as they arise, and administrative support for staff and students. This will include, but is not limited to:

- Delivering the day-to-day services to students and staff in the International Office.
- Providing effective and efficient administrative assistance for International Office activities, including liaison with prospective students and internal/external stakeholders.
- Working collaboratively with all members of the International Office to ensure students and stakeholders are updated on all relevant information including, but not limited to; the application process, immigration queries, and support services.
- Acting as the first point of contact and providing excellent student assistance and customer service to students and agents serviced by the International Office including answering queries by phone, email and face-to-face. This includes overseeing and administering high volume general email accounts.
- Active engagement and liaising with external stakeholders to include government sponsors, funding bodies and immigration officials (INIS).
- Drafting and maintaining standard operating procedures and training manuals.
- Bringing to the attention of senior International Office staff issues that affect the efficiency or operational potential of the International Office.
- Assisting in representing DCU during official visits and international travel as required.
- Assisting the Global Recruitment Manager in the organisation and management of International Office related meetings.

- Provide administrative assistance to the Director of the International Office and other members of the International Management Team as required.
- Taking part in any other duties which may be deemed necessary by the Director of the International Office and the Global Recruitment Manager.

The above attempts to outline in a broad sense the type of duties involved in this role and is not intended to be inclusive. Other duties may arise as the requirements of the students and the environment develop.

Qualifications and Experience

Candidates must have a Leaving Certificate plus a recognised secretarial qualification and 3 years' relevant experience or a recognised secretarial course plus 5 years' relevant experience without a Leaving Certificate. Strong customer service skills are essential.

In addition to the above candidates should possess the following skills:

- High level of competence in organisational and interpersonal skills
- Experience in customer service
- High level of competence in IT programmes and the ability to work under pressure.
- Excellent organisational and communication skills
- Active interest in cultural diversity and international affairs generally
- The ability to work in a diverse, challenging busy environment
- A proven record in teamwork

It is advantageous if applicants have experience with international education and experience of providing programme or project administration in an academic and / or international environment. Experience with student support within an academic institution would also be of great advantage. Knowledge of ITS system's and CRM systems would be a distinct advantage.

Mandatory Training

The postholder 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.