



JOB DESCRIPTION

Registry Senior Co-ordinator – Grade 3

Registry

Two Posts – Permanent Contract and Two Year Fixed Term Contract

Dublin City University

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.

Overview of the department

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; curriculum and student records; and University examinations and graduation. 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

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

Registry is now recruiting a panel of Registry Senior Co-ordinators. Post holders will be primarily located on the Glasnevin campus, but may be required to move between any of the DCU campuses. The overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities. The information below provides an indication of the type of duties that may be associated with any of the posts. Post holders may be responsible for some or multiple elements of the student lifecycle.

Duties and Responsibilities

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

- Administrative work to include using the University Student Information System (SIS) for inputting, updating and retrieving student information.
- Delivery of project responsibilities for areas of the student lifecycle processes such as admissions, examinations, progression, registration, Garda vetting and graduation.
- Liaising with all relevant stakeholders, both internal and external to the Registry and the university regarding requirements for these processes, including academic and faculty administrative colleagues, Student Support & Development, ISS, Estates, etc.
- Responsibility for key elements of these processes eg invigilator scheduling, applications review, processing of applications and Garda vetting documentation, checking and updating student records, checking and updating curriculum records, set up of online examinations, student ID audits, archiving of examination results, production of graduation documentation, etc.
- Supporting key elements of these processes through interacting with many related systems, including CAO, PAC, DCU Student Application Portal, Digitary, Zylab,
- Extraction and manipulation of data from the SIS for checking and analysis, using database reporting tools;
- Operation of the university finance system Agresso, and co-ordinating purchasing procedures for the team/department as required
- Delivery of training for external support staff as part of key student lifecycle processes (eg invigilators, registration support etc.)
- Acting as Secretary for Board meetings, including collation of documentation, document control procedures and live updating of student records
- Production, checking and issuing of formal University documentation to students, including resolving historical records queries in relation to this documentation
- Updating and ensuring relevant information on the DCU website (prospectus/registration schedules) and the Registry website is accurate and up to date.

- Supervision of the day-to-day services to students and staff at the Registry Information Services areas. This may also include supervising staff rotas and workload at different times during the year.
- Providing assistance to enquirers to the Registry, including answering queries by phone, email and face-to-face;
- Drafting and maintaining standard operating procedures and training manuals;
- Designing, implementing and review of office systems to provide efficient administrative supports;
- Participation in the development and delivery of Registry training programmes;
- Representation on working groups on behalf of the Registry, including secretarial assistance to these groups as required;
- Bringing to the attention of senior Registry staff issues that affect the operational, efficiency or developmental potential of the Registry.

Duties and responsibilities may change over time and other duties may be assigned by the Director of Registry or his/her nominee.

Qualifications and Experience

Candidates must hold a leaving certificate or equivalent, a recognised secretarial course or equivalent and three years' relevant experience, preferably in a third level environment.

In addition, the ideal candidate will have:

- Strong organisation and administration skills;
- Proven high-level IT skills; including experience working with large complex systems;
- The ability to meet deadlines and work in a diverse and busy environment;
- Excellent communication skills and people skills;
- Excellent customer service skills;
- Flexibility in approach to workload;
- The ability to be accountable for his/her own work;
- A proven record in teamwork.

Mandatory Training

Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.

The Key Competencies for this post are as follows:

IT Skills: Willingly engages with new technology and proven ability to learn new systems. Has good Microsoft/keyboard skills. Has an understanding of and experience in the use of complex IT systems (e.g. large complex databases and collating data/reports).

Personal effectiveness and organisation skills: Is open and curious to learn and is responsive to changing situations. Adopts an open approach to taking on new tasks. Proactively plans ahead as appropriate. Monitors and reviews progress on all work plans. Demonstrates an ability to anticipate problems.

Communication: Conveys information in a clear manner; actively listens and engages. Listens carefully and asks questions to check understanding. Shows an ability to adapt style and approach to both internal and external audiences. Writes clearly with correct grammar and minimal jargon. Shows professionalism in all communications both internal and external.

Building and maintaining relationships: Has the ability to develop and maintain good working relationships with colleagues and others, within and outside the department. Works well with colleagues in order to share tasks and information. Takes a focused approach to developing relationships.

Additional Information

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