



JOB DESCRIPTION

Special Events and Protocol Manager (Administrator I)

President's Office

Fixed Term Three Year Contract

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 SPECIAL EVENTS AND PROTOCOL SECTION

The Special Events and Protocol section of the President's Office is responsible for the planning, management and delivery of a portfolio of President's events and University institutional-level events and for providing oversight and advice on matters of procedural and diplomatic protocol for high profile visitors, including Heads of State and senior Government officials, to the University. The Special Events and Protocol team also advises members of the DCU community on how to successfully run their university events, through a series of workshops and a suite of web-based resources, including an events planning toolkit.

The Special Events and Protocol section plays a significant role in hosting a wide range of external stakeholders, both virtually and on campus. The team delivers a professional, strategic service advancing the mission of the University through wide ranging collaboration, managing resources, promoting the University and delivering excellence and impact.

Role Profile

Based in the President's Office, the Special Events and Protocol Manager is responsible for the strategic planning, delivery and assessment of a wide range of President and institutional-level events. S/he leads a small team in developing and implementing event management standards and guidelines that are aligned with university strategy and consistent with a high quality customer focused service. The Special Events and Protocol Manager also plays a key role in promoting the University through engaging with a range of stakeholders, advising the University community on diplomatic and procedural protocols for high-profile visitors to DCU and working closely with the President's Office team to oversee the planning and scheduling of high-profile visits to DCU.

Relationships

The Special Events and Protocol Manager will report to the Director of Planning and Operations, President's Office.

Roles and Responsibilities

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

- Oversee planning, coordination and implementation of a variety of events and ceremonies hosted by the President.
- Manage workload and priorities of the Special Events and Protocol team and ensure the necessary complement of staff and student volunteers is in place to deliver a successful event. Responsibility includes day to day line management and professional development of relevant colleagues associated with the team.
- Develop a Special Events and Protocol strategy and track progress against strategic priorities.
- Identify third party service providers (Professional Conference Organisers), where required; review and approve contracts, in line with University procurement policy, while maintaining overall responsibility for all aspects of the event.
- Plan and oversee the logistics for high profile visits to DCU on behalf of the President.
- Manage briefings to ensure that key staff members are informed about the event/visit, including guests attending and the purpose, or desired outcome, of the event.
- Work with senior DCU leadership to promote high profile events of strategic importance to the University.
- Develop guidelines to promote good event practices campus-wide, host workshops and advise on matters associated with diplomatic protocol for visits or ceremonies.
- Development and management of event budgets, monitoring expenditure and ensuring, where appropriate, that budgets are pre-approved and compliant with university procurement policy, including, where necessary, third party negotiations and contracts.

Qualifications and Experience

Essential

- Bachelor's degree

- At least 5 years' experience, and a proven ability to deliver complex events, at a senior level

Desirable

- Professional qualification in event management
- Previous experience of working in higher education would be a distinct advantage

The successful candidate will have

- have demonstrated an ability to work well under pressure, responding effectively to changing priorities
- have a proven track record of leadership and delivering in line with strategic priorities
- have a proven ability to exercise good judgement and initiative
- be a highly motivated professional with a strong work ethic
- excel at cultivating and maintaining excellent working relationships
- possess outstanding oral and written communication skills
- have an ability to maintain strict confidentiality
- possess excellent organisational and IT skills

Recognising that in-person events will remain a challenge, due to the Covid-19 pandemic, the Special Events and Protocol Manager will be experienced in delivering virtual and hybrid events and meetings and will use this experience to maximum benefit in planning for a mixed-mode event delivery - virtual, live and hybrid- in the future.

In addition, the candidate should have

- Knowledge of and experience in managing virtual and hybrid events as well as the traditional in- person mode of event delivery
- Well-developed operational management expertise, capable of delivering multiple projects simultaneously and working effectively under pressure and time constraints
- Excellent team management skills
- Experience in working with leaders and the ability to develop strong working relationships across the University
- Excellent budget management skills
- Knowledge of, and experience in, implementing diplomatic protocols
- Exceptional organisational, planning and problem solving skills

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety, Research Integrity and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.