



Applications are invited from suitably qualified candidates for the following position

**International Programmes Assistant (Partnership and Mobility)**

**Grade III**

**External and Strategic Affairs**

**International Office**

**Permanent**

**Overview**

Dublin City University ([www.dcu.ie](http://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**

The University is committed to internationalisation and to the development of international strategic alliances. The International Office, under the leadership of the Office of External Affairs, is responsible for developing and delivering the University's commitment to internationalisation.

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.

**Role Profile**

The International Programme Assistant (Partnership and Mobility) role will function as part of the wider International Office team, but will provide specific administrative support to the Partnership and Mobility team within the Office. This position will report operationally to the Director of the International Office or their nominee, 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. He/She will assist with the establishment and renewal of agent and institutional agreements, maintain relevant databases, provide support/information to students and staff participating in international mobility programmes, serve as the liaison with DCU Rooms ensuring the appropriate allocation of on-campus accommodation, and work on the delivery of successful student events and inward delegation visits. 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**

Please refer to the job description for a full list of duties and responsibilities associated with this role.

### **Qualifications and Experience**

Candidates must have a Leaving Certificate or equivalent, have successfully completed a recognised secretarial course and have at least five years' relevant work experience. 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. Ideally, applicants should be familiar with international education and experience of providing programme or project administration in an academic and / or international environment would be a distinct advantage.

### **In addition, the successful candidate will ideally have:**

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

### **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.

**Salary Scale:**

**Secretary Grade III €33,945 - €43,301**

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Please do not send applications to this email address, instead apply as described below.

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**Closing date:** Friday 25<sup>th</sup> September 2020

**Informal Enquiries in relation to this role should be directed to:**

Mr Paul Smith, Director, International Office, Dublin City University.

Phone + 353 (0)1 7008694, Email: [paul.smith@dcu.ie](mailto:paul.smith@dcu.ie)

Please do not send applications to this email address, instead apply as described below.

**Application Procedure:**

Application forms are available from the DCU Current Vacancies website at <http://www.dcu.ie/vacancies/current.shtml> (external applicants)

Applications should be submitted by e-mail with your completed application form to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:  
Job Ref BC1104a International Programmes Assistant, Partnership & Mobility**

**Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment are available at [www4.dcu.ie/policies/policy-starter-packs.shtml](http://www4.dcu.ie/policies/policy-starter-packs.shtml).**