



JOB DESCRIPTION

International Programmes Assistant (Partnership and Mobility)

Grade III

External and Strategic Affairs

International Office

Permanent

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

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.

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 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. She/He 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

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

The successful candidate will be responsible for ensuring that the needs of 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:

- Providing effective and efficient administrative support for Partnership and Mobility team activities, including liaison with colleagues across the professional services (i.e. Finance, Registry, Student Support and Development, etc.).
- Working collaboratively with all members of the International Office to ensure students and stakeholders are updated on all relevant information regarding partnership and mobility programmes. Ensuring published data (i.e. website, brochures, etc.) is accurate.
- Supporting the admissions and outgoing documentation needs for student and staff cohorts undertaking mobilities.
- Liaising with staff/students and external providers such as the Higher Education Authority (HEA), the European Commission (EC), and international partner institutions.
- Generating the relevant reports regarding student numbers through available systems such as Microsoft Dynamics CRM tool. Maintenance of accounting information for HEA reports and comprehensive numerical work, including the preparation of statistical material.
- Coordinating the delivery of international student-focused events (i.e. new student orientation, scholarship event, social events) that includes the set-up of venues, event coordination, marketing, etc., as required, for each process.
- Assisting in the development and delivery of relevant programmes for international inward delegation visits.
- Maintaining appropriate records including institutional agreements and agent agreements, ensuring they are current and stored in accordance with GDPR legislation.
- Acting as primary contact with DCU Rooms to ensure allocation of agreed on-campus accommodation for international students is completed in a timely and appropriate manner.

- Assisting the International Office management team in the organisation and management of International Office related meetings. Representing the International Office at meetings, or on working groups, including administrative assistance to those groups as required.
- Providing excellent student support and customer service to students serviced by the International Office including answering queries by phone, email and face-to-face.
- Supervision of the day-to-day services to students and staff in the International Office. This may also include supervising staff rotas and workload at different times during the year.
- Drafting and maintaining standard operating procedures and training manuals.
- Designing, implementing and reviewing office systems to provide efficient training supports.
- Bringing to the attention of senior International Office staff issues that affect the efficiency or operational potential of the International Office.
- Provide administrative support 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 International Office Management team.

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 level of intermediate
- 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

The above attempts to outline in a broad sense the type of duties involved in this role. Other duties may arise as the requirements of the students and the environment develop.

The competencies required for this post are:

Building and Maintaining Relationships: Has the ability to develop and maintain good working relationships with colleagues and others, both within and outside the organisation.

Team Working: Works well with colleagues in a supportive manner to share tasks and information. Shows respect for the contribution of others.

Personal Effectiveness/Excellence: Continuously strives to achieve high standards in the completion of tasks in his/her approach to working with people.

Communication: Communicates in a clear manner and actively listens and engages to gain understanding. Effectively applies IT knowledge to communicate issues and solve problems.