



Senior Enrolment Administrative Assistant (Grade V)
Registry
Permanent Contract

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

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 Programme

Under the DCU Empower initiative, the University has committed to a number of projects that will transform how we interact with students and staff. DCU Empower 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. The SIS programme is now being mobilized. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

Role Profile

Registry is looking to recruit a Senior Administrative Officer (Grade V). The post will be based in the Student Enrolment team. The person will be primarily located on the Glasnevin campus, but may be required to work on any DCU campus. The post of Senior Enrolment Administrative Officer aims to provide professional and comprehensive administrative services in a range of areas and activities. The post holder will contribute to Registry projects including, but not limited to, admissions, international assessments, curriculum, online

registration, Registry Information services, progression and award boards and publications. The duties of the individual may change over time in line with ongoing developments within Registry, the University and nationally.

Duties and responsibilities include, but are not confined to the following:

- Line management of designated staff, whose duties include ensuring effective allocation of workload across the team and across campuses. Approval and coordination of leave arrangements for designated staff.
- Managing the effective operation of the postgraduate applications systems, to include coordinating operations in relation to Postgraduate Taught, Research and Corporate programmes within the university (cross campuses).
- Assessment of international qualifications for Postgraduate Taught and Research applicants.
- Accountable for the successful distribution of enrolment information to admitted DCU students.
- Managing the effective operation of a very busy Registry Information services team operation (telephone, email, face to face, letters) across campuses.
- Overview of the SUSI (student grants) process. Responsibility to ensure the effective operation of payments and verification returns to SUSI.
- Representing the Registry on Working Groups/ Committees (internal and external) and leading on projects.
- Providing management assistance and deputising when required for members of the Registry management team.
- Accountable for the Registry's Online Registration Project. Dealing with high volume registration related activities and queries to include academic structure, registration event planning, communication with students via social media and web, answering student queries.
- Maintaining effective liaison with Faculties and other units in the university e.g. Faculties, Finance, International Office, Academic Systems Unit, ISS, SS&D, Estates. Ensuring regular opportunity is given to stakeholders to meet or provide feedback on key projects.
- Reviewing key projects – regular review of the operation of systems and processes to identify improvements and developments. Drafting of project plans and Standard Operating Procedures.
- Any other duties as may be assigned from time to time.
- The range of duties of the post holder will be subject to change.

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

Qualifications and Experience

Candidates must have a Primary Degree or equivalent (NFQ Level 7) qualification in an appropriate area plus 3 years' relevant experience.

In addition, the ideal candidate will have:

- Demonstrated relevant administration experience, preferably in a higher education environment
- Proven ability to lead a team at various grades
- Experience of managing projects and operations
- The ability to meet and adhere to strict deadlines, prioritise and multi task
- Proven experience of working with IT systems to include large databases and data manipulation
- Competency in the use of, and contribution to the development of, computerised systems
- Excellent presentation skills to include experience of presentation and delivery of training to diverse groups
- Strong interpersonal skills and an ability to build and maintain excellent working relationships
- Excellent organisational and administrative skills, including attention to detail and report writing
- Experience of managing meetings