



**Senior Administrative Assistant (Enrolment/Awards) Grade V**  
**Registry**  
**Permanent Contract**

### **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**

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 person will be primarily located on the Glasnevin campus, but may be required to work on any DCU campus. The post of Senior Administrative Officer aims to provide professional and comprehensive administrative services in a range of areas and activities. The post holder will contribute to the primary areas of activity of the Registry, including admissions,

curriculum, examinations, graduation, international assessments, online registration, postgraduate research student administration, progression and award boards, publications and registry information services. The duties of the postholder 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:**

- Supporting Registry management in providing leadership to teams across various projects in Registry.
- Line management of designated staff and ensuring effective allocation of workload across the team and across campuses. Approval and co-ordination of leave arrangements for designated staff.
- Supervision of the efficient running of operations to include the following Registry projects
  1. Undergraduate and postgraduate admissions (including assessment of international qualifications for postgraduate students)
  2. Academic Structure Process
  3. Registration project (distribution of enrolment information, organisation of online registration and issuing student id cards)
  4. Registry Information Services
  5. Examinations (online and in person examinations)
  6. Postgraduate research student administration
  7. Graduation Project (including diploma supplement process)
- Regular reporting to line managers in relation to progress and any risk to operations
- 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.
- Maintaining effective liaison with Faculties and other units in the university e.g. Faculties, Finance, International Office, Academic Systems, ISS, SS&D, Estates. Ensuring regular opportunity is given to stakeholders to meet or provide feedback on key projects.
- Manipulation, extraction and analysis of data from Registry systems.
- Develop and design new processes in consultation with relevant managers to respond to changing operational requirements and implement the decision making of University Committees and Boards.
- Act as Board Secretary for Faculty Award Boards for Research Degrees and Progression and Award Boards
- Representing the Registry on Working Groups/ Committees (internal and external), at Open Days, Open evenings and guidance counsellor events.
- Publication of relevant information on Registry website using Drupal.
- Providing management assistance and deputising when required for members of the Registry management team.
- Any other duties as may be assigned from time to time.

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

A Senior Administrative Officer (Enrolment/Awards) panel for Registry may be formed from this competition. Successful candidates who are placed on this panel may be offered a Senior Administrative Officer role, which arises in the future in Registry. This may be either permanent or a fixed term contract. This panel will expire six months following the date of interview for this competition.

### **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.