JOB DESCRIPTION
Registry Assistant Grade II
Registry
Fixed term contract up to 2 years

Overview

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 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

As part of the DCU Strategy, the University has committed to a number of projects that will transform student and staff interactions and university operations. This 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. This programme of work has now

commenced. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

Role Overview

The Registry is now recruiting for the role of Registry Assistant. Post holders will be primarily located on the Glasnevin campus and will be required to work across campuses at various times during the academic year. The overall purpose of the role is to provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities across multiple campuses. The information below provides an indication of the type of duties associated with any of the posts. Post holders may be responsible for supporting operations associated with some or multiple elements of the student lifecycle.

Duties and responsibilities:

- Provision of Customer Service Support to all enquirers to the Registry including answering queries from staff, students, prospective students and parents. Such queries are dealt with through face to face contact at the Registry Information Reception Areas, by Telephone, E-mail and Letters.
- Administrative work including the use of the University student information system (SIS) for inputting, retrieval and validation of student information.
- Providing administrative assistance to key Registry student lifecycle processes, e.g. admissions, academic programme structures, examinations, registration, graduation.
- Responding to administrative requests from students e.g., posting of DCU prospectus, producing letters, confirming registration status, issuing transcripts.
- Assisting with the provision of self-administered services for students from the Registry e.g., on-line registration / progression for students.
- Checking of documentation submitted by students and liaising with Programme Board Chairpersons and research supervisors about relevant documentation.
- Checking and collating documentation for Graduate Studies Research Board, notification of Board decisions and following up on queries with students and research supervisors.
- Checking and processing of research external examiner expense claims.
- Making and receiving telephone calls, distribution of departmental post, booking rooms, organising meetings and taking minutes at meetings.
- Working as part of a busy team, liaising closely with team colleagues.
- Liaising with staff across the University e.g. Student Fees Office, Faculty Offices, Teaching staff, Estates, Student Support & Development, Information Systems & Services Department, International Office, Graduate Studies Office.
- Providing administrative assistance to the E-Vetting process, University room booking function, Faculty Awards Board and Progression and Award Board Meetings.
- Participating in relevant training.
- Active engagement in Registry and University quality enhancement initiatives, reviewing processes, standard operating procedures and other process documentation.
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.

The above outlines in a broad sense the range of duties associated with a Registry Assistant Grade II post. However other duties may arise as the requirements of Registry, the University and students change over time.

Qualifications and Experience

Candidates must have a Leaving Certificate plus a recognised secretarial/office administration qualification and 3 years' relevant experience or a recognised secretarial course plus 5 years' relevant experience without a Leaving Certificate.

In addition to the above candidates should possess the following skills:
- Experience in customer service
- Excellent administrative skills
- Excellent IT Skills, experience working with large databases would be an advantage
- Good organisational skills with an ability to manage large volume
- Flexibility in approach to workload
- The ability to multi task in a busy environment
- The ability to take responsibility for one's own workload
- An interest in learning new processes and systems

Additional Information

A Registry Assistant panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a fixed term Registry Assistant role which arises in the future. This panel will expire six months following the date of interview for this competition.

Essential Training

Post holders will be required to undertake the following essential compliance training: GDPR and Compliance. Other training may need to be undertaken when required.