



**INTRA Support Administrator  
Secretary Grade II  
Office of the Vice President Academic Affairs  
Permanent Contract**

### **Background**

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. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress.

The INTRA Work Placement programme is a mandatory module for students undertaking undergraduate and postgraduate degree programmes across all faculties and is accredited and assessed. It is acknowledged as a gateway for enhancing the employability of DCU graduates and in establishing and maintaining strong partnerships with industry. It also has a major influence in attracting students to DCU. Further information on INTRA can be found at [www.dcu.ie/intra](http://www.dcu.ie/intra).

### **Overview of the Role**

The INTRA admin support team member will be assigned to the INTRA Unit and will report to the Head of INTRA. He/she will act as a first point of contact with students and employers. He/she also provides clerical support for the INTRA unit. They will be involved principally in scheduling of INTRA interviews with students which are conducted by external organizations, both on campus and externally and in providing front line assistance to students and visiting employers. It is a key position within the team and of fundamental importance to the success of the INTRA process.

### **Requirements/Skills**

The successful candidate will have excellent administration, organizational and communication skills and have the ability to work effectively under pressure. Attention to detail and the ability to prioritize work effectively are essential qualities required for the position.

### **Duties & Responsibilities**

The successful candidate will report to the Head of INTRA and will be responsible for the following:

- Act as first point of information for students with regard to INTRA and general DCU information as required.
- Provide students with advice on where to find appropriate employment information and refer them for further information to relevant co-ordinator if necessary.

- Be familiar with University structures and academic calendar in order to best guide students with general queries.
- Schedule all INTRA student interviews (~2,000 per annum).
- Book rooms for interviews on campus and arrange appropriate catering facilities.
- Provide students with advice on location and travel arrangements for off campus interviews.
- Ensure students have confirmed attendance at each interview using appropriate communications channels (email, SMS, phone).
- Brief students on interview outcomes with any associated feedback from employer.
- Help students with interpretation of basic conditions of temporary contracts of employment in conjunction with the Co-ordinators and check all contracts to ensure they meet minimum requirements for INTRA.
- Contact each student in the workplace to check on progress and to get details relevant for tutor visit programme.
- Administer a portfolio of employers with respect to INTRA interview process as assigned by the co-ordinators.
- Assist employers with all aspects of recruitment of students by being familiar with their recruitment needs.
- Meet & greet employers on arrival at DCU, provide them with information on interview schedule, candidate CVs, catering facilities and arrange transport where necessary
- Monitor daily placement of students and re-organise interview times with employers and students to ensure interview schedules are without gaps.
- Follow up with students and academic tutors for relevant information on placements.
- Prioritise tasks and deal efficiently with peak workloads, by co-operating closely with other support staff and the Admin Assistant.
- Complete tasks as assigned by Co-ordinators.
- Ongoing communication with all team members for effective team synergy and successful completion of INTRA processes.
- Assist with Student Support & Development projects as required.

### **Qualifications and Experience**

Candidates must hold a leaving certificate or equivalent, a recognised secretarial course and three years' relevant experience, preferably in a third level environment. Customer service experience is desirable, industrial experience will be an advantage. Candidates should have strong organisational and interpersonal skills, and the ability to work under pressure and to tight deadlines. They should have good communication, administrative and computing skills.

### **Essential Training**

The post holder 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.