



JOB DESCRIPTION

School Support Administrator (Grade IV) DCU Institute of Education 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 DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 28 and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood, to primary and post-primary and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

Role Profile

This post is located in the Faculty Office. The person appointed will report to the Senior Administrative Officer, Professional Services Team. One of the core objectives of this team is to ensure effective and efficient delivery within the faculty of core administrative function such as accounts management, payroll and contract requisitioning. The person appointed will coordinate the School Support Team and will manage operational projects involving school-facing activity.

Duties and Responsibilities

- First line management of the school support team including coordinating team workload; appropriately addressing issues as they arise; identification of training needs and other required supports

- Process design and development: identify, scope and implement effective and efficient administrative processes across the full range of team activity
- Financial administration and compliance: identify and embed best practice account management across the Institute's subcosts; analyse and report on actual v budget performance and support Heads of School in day-to-day budget management
- Records Management: ensure school office compliance with data protection and records retention policies
- Requisitioning of part-time and other contracts at school level
- Undertaking, as needed, routine administrative tasks such as: committee supports, data collation and analysis, events organisation, providing cover for colleagues on leave
- Due to on-going developments within the Faculty and the University at large, the range of duties and responsibilities of the post holder will be subject to change.

Qualifications and Experience

Applicants for the above post must hold a degree or equivalent and have a proven track record in administration. The successful applicant will be well organised, capable of co-ordinating and progressing tasks on their own initiative, and be able to contribute to the on-going development and refinement of administrative processes.

In addition to internal service criteria, the ideal candidate will have:

- Possess an ability to work effectively as part of a wider administrative team.
- Excellent written, communication and interpersonal skills.
- Experience in the use of Agresso would be welcome.

Competencies

The competencies required for this post are

1. Building & Maintaining Relationships

Ability to develop and maintain good working relationships with colleagues and others in a supportive manner, within and outside the organisation. Ability to show respect for the contribution of others. Experience of working successfully in a team environment.

2. Personal Effectiveness and Excellence

Continually strives for excellence when delivering role objectives. Is effective in planning, organising and managing their workload. Effective time management skills, the ability to multi- task and prioritise in a busy deadline driven work environment.

3. Problem solving and Decision Making

Demonstrates capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making.

4. Communication

Actively listens and communicates in a clear manner. Uses a variety of communication methods in a professional way and appropriate to the audience. Can communicate the demands of the task at hand to relevant stakeholders in an engaging and convincing manner, in order to progress a project effectively.

Mandatory 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.

Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment are available at www4.dcu.ie/policies/policy-starter-packs.shtml.