



JOB DESCRIPTION

Senior Administrative Officer (Grade V) DCU Institute of Education 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

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

The Institute is seeking to recruit a Senior Administrative Officer (SAO). This position is located within the Faculty Office and is a key administrative management role. The SAO reports to the Assistant Faculty Manager (Academic Affairs) and is accountable for delivery of critical faculty outputs. The person appointed is also expected to make a significant contribution to the attainment of the Faculty's operational objectives through their membership of the Faculty Office Management Team.

The SAO will manage the programme and research administration teams to ensure timely quality delivery of core faculty functions such as timetabling and examinations. The SAO will assist the AFM in establishing appropriate and rigorous regulatory structures and will also provide the secretariat to a number of faculty committees. The person appointed will also be allocated responsibility for progressing faculty office projects.

Duties and Responsibilities

Responsibilities attached to this post include, but are not limited to, the following:

- Line management and administrative leadership of the programme and research administration team
- Project management of operational delivery of core faculty outputs (for example, timetabling); monitoring timelines, process efficiency and output quality; managing issues and risks and escalating as appropriate; and briefing stakeholders.
- Developing and maintaining expert knowledge of key processes, systems and policies; intervening proactively at university, faculty or team level as required to ensure timely quality delivery
- Manage secretariat provision to faculty committees(s)
- Coordinate team training on the use of DCU systems (e.g. ITS, Scientia)
- Develop and analyse reports across DCU systems (e.g. Discoverer, Iris, Guru, Scientia) as required
- Devise and monitor quality assurance mechanisms to ensure the accuracy, completeness and integrity of processes within Faculty and of data maintained by the Faculty.
- Contribute to the Faculty Office Management team and to the on-going enhancement and development of the Faculty.
- Undertake other duties or projects as assigned by the Assistant Faculty Manager

Qualifications and Experience

Please note that [internal service criteria](#) will apply

The successful candidate must hold a primary degree, with a minimum of three years' relevant experience. Applicants must have a proven track record in administration in a complex or large-scale organisation, preferably in a higher education environment. Candidates who have a demonstrable track record in effectively administering multifaceted processes and operations and/or who have participated in company- or institution-wide projects would be particularly welcome. Applicants must possess strong IT skills. Excellent social, communication and organisational skills are essential.

The candidate should have the ability and confidence to make decisions on a wide range of administration related matters. Experience in the use of DCU systems such as ITS and Scientia software, is desirable. They should be able to demonstrate their potential in relation to motivating and supporting a team and in the development of staff. Experience in line management of staff is desirable.

Please note staff must have successfully completed their probationary period

The successful candidate should be able to demonstrate:

- Strong problem-solving and technical skills including competence in use of complex IT systems, quantitative reasoning skills and a capacity for proactive thinking and planning.
- Excellent social skills with the potential to develop strong team management skills.
- The ability to effectively administer a range of complex activities including decision-making in relation to resourcing, prioritisation and risk escalation.
- Excellent written and verbal communication skills; the ability to work successfully with a range of stakeholders.

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.