JOB DESCRIPTION

School Assistant (Grade II)
School of Psychology, Faculty of Science and Health
4 Year Fixed Term Contract

DCU
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.

The School of Psychology
Established in 2019, DCU's School of Psychology is an ambitious and research intensive School in the Faculty of Science and Health. It is composed of experienced and dedicated staff with expertise in a broad range of areas within the field of psychology. The School brings together our flagship BSc in Psychology, which has been running since 2010, the new BSc in Psychology and Mathematics and BSc in Psychology and Disruptive Technologies and our suite of postgraduate courses including the MSc Psychology (Conversion) and the MSc Psychology and Wellbeing. It continues to build on our longstanding research activity and collaborations, and its thriving community engagement. The School is student-centred, research-intensive, globally engaged, collaborative and inclusive. It offers an innovative and exciting environment in which to pursue undergraduate and postgraduate studies in psychology and to undertake cutting-edge research.

Role Profile

We are seeking to recruit a talented and motivated School Assistant on a fixed-term full-time contract basis with responsibility for co-ordinating and providing a professional, proactive and comprehensive support function for the School. This is an important post in the School and provides an exciting opportunity for the successful candidate to play a key role in the ongoing development and success of the new School.

The School Assistant will be responsible for the day-to-day running of the School Office and will provide administrative support for the teaching, research and other activities of the School. He/she will act as a first point of contact for staff and students of the School, and for external stakeholders and members of the public.

The post holder will report to the Head of School and will work closely with other members of the School. He/she will also work closely with faculty colleagues and with units across the University, including Registry, the Estates Office, Information Systems Services (ISS) and Finance.

Duties and Responsibilities
The duties and responsibilities of the School Assistant include but are not limited to the following:
1. Acting as the first point of contact:
- Addressing queries and advising staff and students or re-directing as appropriate;
- Addressing queries from prospective students, careers advisers, parents and others through face to face contact, by telephone, e-mail and letters, as well as from staff and students, and directing queries to relevant offices where necessary;
- Supporting day to day operations including the processing of incoming and outgoing mail, monitoring the School email account, student assessment submissions and records, and preparation of class materials;
- Communicating with students regarding assignment, project and dissertation submissions, and associated activities;
- Meeting and greeting visitors to the School.

2. Providing support to head of school and school staff to include:
- Arranging meetings, interviews and events including scheduling, booking venues, catering and travel;
- Supporting meetings including preparing agenda, circulating papers and taking minutes;
- Maintaining information, files and records in both paper and electronic format, including examination and assessment scripts and facilitating access to same;
- Liaising with staff and external examiners regarding preparation of and deadlines for the submission of examination papers, maintaining security on examination and assessment related documentation;
- Liaising with staff, university units and external bodies in relation to the booking, access, upkeep and maintenance of space;
- Providing assistance to new staff, e.g. orientation schedule, tour, welcome pack, ensuring desk set up;
- Advising staff on travel to and from national and international meetings and organising travel arrangements;
- Event management for School related seminars, workshops and events;
- Administration in the recruitment of temporary/casual staff (to include organising advertising, interviews, training, staff requests and ensure a timely process around payments);
- Providing communication assistance by updating the School website and twitter feed, and marketing materials as required;

- Operating computerised or manual procedures and systems (e.g. Agresso, Core, Drupal, Loop);
- Setting up and maintaining standard operating procedures, forms and training manuals to facilitate administrative procedures in the School;
- Actively contributing to the on-going development and refinement of the School's administrative processes.

3. Supporting the school's finance function:
- Using the University's systems to e.g. initiate purchase orders, confirm deliveries, process expenses, travel claims and once off payments, obtain appropriate approvals, progress queries, advise staff and students;
- Liaising with Head of School and the Faculty Office regarding expenditure;
- Producing reports from Agresso to check, track and follow up on income and expenditure on School and Research accounts;
- Monitoring and maintaining stationery, equipment and supplies;
- Liaising with staff, university units and external providers in relation to the purchase, upkeep and maintenance of equipment and supplies.

4. Participating in ongoing training and development and any quality review processes.

5. Participating in school, faculty and university projects.

Candidate Requirements
Applicants must hold a Leaving Certificate or equivalent and also hold a further qualification preferably in an area related to administration and/or office management. They must have a minimum of three years' relevant experience, preferably in a higher education environment.

Applicants must demonstrate strong organisational skills, interactive and communication skills (both oral and written), proficiency with IT programmes including MS Office and the ability to engage with institutional systems, and work with accuracy and reliability under pressure and to tight deadlines. They must demonstrate the ability be flexible, to take responsibility for their workload while working with and contributing to the team. A willingness to learn new approaches and new software packages is essential.

Experience with Agresso and Drupal (i.e. updating website content) is required. Applicants should demonstrate a desire for ongoing professional development and a willingness to participate in relevant university training and, where appropriate, external training opportunities, particularly in relation to the development of IT and communication skills, and skills related to administration and/or office management.

Essential Training
The post holder will be required to undertake the following essential compliance training: GDPR, Orientation and Compliance. Other training may need to be undertaken when required.