



JOB DESCRIPTION

Faculty of Humanities and Social Sciences Administrative Officer - Grade IV (Two Posts) Fixed Term Three Year Contract

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.

Over its relatively short history, DCU has developed a strong reputation nationally and internationally for pioneering innovations in higher education. The university is embarking on a period of significant investment in learning innovation across all of its Faculties. This initiative will help us transform the learning experience of undergraduate students at DCU, reconceptualising learning opportunities, creating authentic connections between the classroom and enterprise, and embedding digital literacies, disciplinary competencies and transversal skills required to truly future-proof our graduates for the rapidly changing workplace. DCU is joined in this project by a strong consortium of enterprise partners, representing key employment sectors in the Irish economy and with a strong presence in DCU’s primary catchment area. This programme of innovation is funded under the Irish Government’s Human Capital Initiative (HCI) supported by the National Training Fund. It will deliver on the ambitions we have to reimagine undergraduate curricula and to embed innovative pedagogies, enhanced use of technology and deep industry engagement.

In the context of DCU’s programme of innovation and Ireland’s National Languages Strategy, Languages Connect, SALIS is seeking to develop an Institution-Wide Language Programme in Arabic, Chinese, French, German, Japanese, Russian, and Spanish. The programme will be offered to students studying disciplines other than languages thereby allowing them to gain a competency in language alongside their discipline-specific competencies. The programmes will be accessible to students from a diverse range of backgrounds and who have studied one of these languages for the Leaving Certificate and/or speak them as a heritage language.

Role Overview

The Faculty of Humanities and Social Sciences are seeking two Administrative Officer posts. The first post is funded by the HCI and the successful candidate will work as part of the Faculty Administration team to provide a professional and comprehensive administrative service in support of a broad range of Faculty activities associated with the Language and Culture programme administration.

The second post holder will work as part of the Faculty Administration team to provide a professional and comprehensive administrative service in support of a broad range of Faculty activities associated

with programme administration including engaging with working groups and other stakeholders to develop and improve process.

Both roles involves the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of data and to simultaneously progress multiple processes.

The Administrative Officer will report to the Faculty Manager or their nominee.

Duties and Responsibilities

Administrative Officer posts within the Faculty are currently associated with areas of activity that are integral to the Faculty's successful operation including examinations administration, timetabling, research and academic programme administration. The successful individual will be assigned duties in a number of these areas, as needs dictate. The processes for which the post holder will be responsible are multifaceted in nature. The role involves the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of data and to simultaneously progress multiple processes. Due to ongoing developments within the Faculty and the University at large, the range of duties and responsibilities attaching to the posts will be subject to change.

The duties and responsibilities attaching to the post include but are not limited to the following:

Examinations Administration

- To include validation of examination timetables, processing examination results, ensuring data accuracy, quality and integrity is maintained;
- Producing accurate broadsheets for review with internal and external academic colleagues whilst adhering to University regulations;
- Progression and resolution of issues and queries relating to examinations administration;
- Generation of reports and maintenance of examination related records;
- Validation of graduation data.

Timetabling

- Preparation of teaching allocations to include the allocation of personal tutors in conjunction with Heads of School and other relevant offices.
- Planning for and generating timetables for a number of undergraduate and postgraduate programmes, ensuring all logistic issues are considered;
- Extracting and analysing timetabling data, maintaining relevant records.
- Participating in ongoing timetable system developments.

Academic Programme Administration

- Provision of comprehensive administrative assistance to Faculty Programme Boards, creating agenda for meetings, minute taking for assigned Programme Boards and pursuing arising actions and maintaining appropriate records.
- Updating approved academic programme information on relevant databases;
- Provide administrative guidance to academic colleagues on University regulations/Marks and Standards;
- Assisting with Programme Accreditation(s), Period Programme Review and Annual Reviews as appropriate;
- Liaising with central University units in relation to student queries and applications;
- Participate in working groups for system and process developments.

Due to the dynamic environment within the Faculty and the University, the range of duties and responsibilities attaching to the post will be subject to change.

Qualifications & Experience

Candidates must have a Primary Degree or equivalent in an appropriate area plus 3 years' relevant experience. The successful individual will be well organised be able to co-ordinate and progress the tasks associated with the post on their own initiative, and be able to contribute to the on-going development and refinement of administrative processes. The successful individual will be flexible and will possess the ability to work effectively as part of a wider administrative team.

In addition, the ideal candidates will:

- Have a proven track record in administering multifaceted processes and operations in a complex or large-scale organisation, preferably in a higher education environment
- Competence in the use of complex IT systems
- Be self-motivated, well organised, able to plan, coordinate and progress tasks on their own initiative
- Be reliable and demonstrate a flexible positive attitude with strong stakeholder service focus
- Be able to contribute to the on-going development and refinement of administrative processes
- Demonstrate an ability to work effectively as part of a wider administrative team
- Excellent interpersonal and communication skills (verbal and written) applicable across students and staff in all roles
- Demonstrable commitment to high quality in their work.

Competencies

Applicants will be assessed under the following competencies:

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

Communicates in a clear manner and actively listens and engages to gain understanding. 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 stakeholder in an engaging and convincing manner in order to progress the project effectively.

Essential Training

Post holders will be required to undertake the following essential training: Data Protection, GDPR, Compliance and Health and Safety. Other training may need to be undertaken as and when required.