



All Faculties Administrative Officer (Grade IV)

1 Year Contract

Dublin City University

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.

Role Profile

The University is seeking to establish a panel of Administrative Officers to be placed in each of the five Faculties. The appointments will be for one year in the first instance, but in certain circumstances there may be opportunities for longer term appointments. The successful individuals will work as part of the Faculty Administration team in the respective Faculties and will provide a professional and comprehensive administrative service in support of a broad range of Faculty activities.

The successful individuals will report to the Faculty Manager or nominee(s) and will liaise closely with the faculty administrative team, heads of school, academic programme chairs, lecturers, students, colleagues in other faculties and central university units, and external stakeholders on a regular basis. 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.

Duties and Responsibilities

The post holders will provide comprehensive administrative support in a number of specified areas, as determined by the Faculty Manager or nominee(s). The areas for which the post holders will be responsible are multifaceted in nature. The role involves communications with multiple stakeholders, the use of multiple business systems, adherence to strict deadlines, the ability to deal efficiently with large volumes of information and data and to simultaneously progress multiple processes. Indicative duties may change over time and the following provides an indication of the type of duties associated with the post:

Examinations and Assessment Administration

- To include validation of examination timetables, processing examination results, ensuring data accuracy, quality and integrity is maintained;
- Producing Examinations and Assessment reports for review by internal and external stakeholders and providing guidance to ensure adherence to University regulations;
- Progression and resolution of issues and queries relating to examination and assessment administration;
- Generation of reports and maintenance of examination and assessment related records;
- Validation of graduation data.

Timetabling

- 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;
- Providing administrative guidance to academic colleagues on University regulations
- Assisting with the drafting of documentation associated with Programme Development and Programme Quality Reviews
- Liaising with central University units in relation to student queries and applications.
- Research administration including support for research student registration; scholarships; competitive funding schemes, and associated processes, e.g. expense claims, staff requisitions, allocation of research space, account queries and reporting.
- Student recruitment and faculty promotion including production and maintenance of programme print materials and on-line content; participation and assistance for student recruitment events; working closely with academic colleagues and relevant stakeholders to assist with digital campaigns, advertisements, visual content, and video and photographic content.
- Student placement support including monitoring of agreements; liaison with students, programme chairs and co-ordinators; engagement with relevant university units.
- Assisting with routine financial administration.
- General faculty administration and records management in line with General Data Protection Regulation (GDPR) requirements and university policy in relation to student and other queries including Freedom of Information (FOI) requests.

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 and Experience

Candidates must have a Primary Degree or equivalent in an appropriate area.

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.
- Have excellent written communication skills.
- Demonstrate competence in the use of complex IT systems and MS Office.
- 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.
- Have excellent interpersonal and communication skills 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:

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.

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.

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.

Knowledge of Processes and IT

Shows a willingness to engage with processes and technology.