



JOB DESCRIPTION

Senior Administrative Assistant (Grade V) Registry Two Year Fixed Term 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.

Overview of the department

Registry is a busy and dynamic office environment with responsibility for the management and delivery of academic administration services to the University community. The primary areas of responsibility include student admission and enrolment; curriculum and student records and University examinations and graduation. The University's room booking function also form part of Registry services. Registry operates two Information Services Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. Registry is currently structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisation structure of the Registry, including its responsibilities can be found at <http://www.dcu.ie/registry/index.shtml>

Student Information System

As part of the DCU Strategy, the University has committed to a number of projects that will transform student and staff interactions and university operations. This is a multi-year programme that will enable new and improved ways of working that will enhance the staff and student experience. The Student Information System (SIS) is at the centre of the university's administrative operations and it facilitates the management of key processes and data. The first step and one of the most critical enablers of achieving DCU ambitions is the implementation of a flexible and robust SIS. This programme of work has now commenced. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

Role Profile

Registry is looking to recruit a Senior Administrative Assistant (Grade V). The person will be primarily located on the Glasnevin campus, but may be required to work on any DCU campus. The post of Senior Administrative Assistant aims to provide professional and comprehensive administrative services in a range of areas and activities. The post holder will contribute to the primary areas of activity of the Registry, including admissions, international assessments, curriculum, examinations, graduation, online registration, postgraduate research student administration, progression and award boards, publications and registry information services. The duties of the individual may change over time in line with ongoing developments within Registry, the University and nationally.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Supporting Registry management in providing leadership to teams across various projects in Registry.
- Line management of designated staff and ensuring effective allocation of workload across the team and across campuses. Approval and co-ordination of leave arrangements for designated staff.
- Supervision of the efficient running of operations to include the following Registry projects
 1. Undergraduate and postgraduate admissions (including assessment of EU and non-EU qualifications for admissions)
 2. Academic Structure Process
 3. Registration project (distribution of enrolment information, organisation of online registration and issuing student id cards)
 4. Registry Information Services
 5. Examinations (online and in person examinations)
 6. Postgraduate research student administration
 7. Graduation records and documentation (including diploma supplement process)
- Regular reporting to line managers in relation to progress and any risk to operations
- Reviewing key projects – regular review of the operation of systems and processes to identify improvements and developments. Drafting of project plans and standard operating procedures.
- Maintaining effective liaison with Faculties and other units in the university e.g. Finance, Academic Systems, Information System & Services, Student Support & Development, Estates. Ensuring regular opportunity is given to stakeholders to meet or provide feedback on key projects.

- Manipulation, extraction and analysis of data from Registry systems.
- Develop and design new processes in consultation with relevant managers to respond to changing operational requirements and implement the decision making of University Committees and Boards.
- Act as Board Secretary for Faculty Award Boards for Research Degrees and Progression and Award Boards.
- Representing the Registry on Working Groups/ Committees (internal and external), at Open Days, Open evenings and guidance counsellor events.
- Engaging in Registry and University quality enhancement initiatives, leading on reviewing processes, standard operating procedures and other process documentation.
- Publication of relevant information on Registry website using Drupal.
- Providing management assistance and deputising when required for members of the Registry management team.
- Any other duties as may be assigned from time to time.

Duties and responsibilities can change over time and other duties may be assigned by the Director of Registry or his/her nominee

Qualifications and Experience

Essential Criteria:

Candidates must have a Primary Degree or equivalent (NFQ Level 7) in an appropriate area plus 3 years' experience.

Desired Criteria:

In addition, candidates will ideally have the following;

- Demonstrated relevant administration experience, preferably in a higher education environment
- Proven ability to lead a team at various grades
- Experience of managing projects and operations
- The ability to meet and adhere to strict deadlines, prioritise and multi task
- Proven experience of working with IT systems to include large databases and data manipulation
- Competency in the use of, and contribution to the development of, computerised systems
- Excellent presentation skills to include experience of presentation and delivery of training to diverse groups
- Strong interpersonal skills and an ability to build and maintain excellent working relationships
- Excellent organisational and administrative skills, including attention to detail and report writing
- Experience of managing meetings

Essential Training

Post holders will be required to undertake the following essential compliance training: GDPR and Compliance. Other training may need to be undertaken when required.

Additional Information

A Senior Administrative Assistant panel for Registry may be formed from this competition. Successful candidates who are placed on this panel may be offered a Senior Administrative Assistant fixed term contract role, which arises in the future in Registry. This panel will expire six months following the date of interview for this competition.