Administrative Assistant (Grade IV)
Registry
Fixed Term Two Year 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 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 Programme

Under the DCU Empower initiative, the University has committed to a number of projects that will transform how we interact with students and staff. DCU Empower 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. The SIS programme is now being mobilized. Implementation of the SIS will transform the way Registry supports academic administration and delivers its services.

Role Profile

Registry is looking to recruit an Administrative Assistant (Grade IV). The individual will be primarily located on the Glasnevin campus but may be required to move between any of the DCU campuses. This post will provide professional and comprehensive administrative services while assisting with the co-ordination and delivery of core Registry activities across multiple campuses. The information below provides an indication of the type of duties associated with the post. Indicative duties may change over time.

Duties and Responsibilities:

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

- Examinations support to include: preparation of the University examination timetable, co-ordination of examinations processes and procedures.
- Project management of three annual examinations sessions.
- Supervision of staff and allocation of project workloads.
- Oversight of the recruitment and deployment of temporary examinations staff, including conducting a needs-based analysis of requirements and making recommendations on allocation of roles.
- Liaison with the University Disability and Learning Support Office to review allocation and usage of examination accommodations.
- Liaison with other University Offices as relevant, e.g. Finance, ISS, Fees, Disability, International, Student Support and Development.
- Maintain the Progression and Awards Boards schedules in conjunction with faculties including their publication on the web.
- Act as Board Secretary for Progression and Award Boards.
- Publication of relevant information on the University website using Drupal.
- Manipulation, extraction and analysis of data from Registry systems including the generation of these reports.
- Development and review of standard operating procedures and processes.
- Provide training for stakeholders and staff on various Registry systems and processes
- Updating and maintenance of student records and curriculum information on University systems e.g. ITS
- Administrative assistance to other team based Registry activities
- Provision of customer service support to enquirers to Registry, including answering queries from staff, students, prospective students and parents.
- Representing Registry on relevant working groups.
- Working as part of a team to ensure the effective delivery of Registry student services and operations.

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

Candidates must have a Primary Degree or equivalent (NFQ Level 7) qualification plus 3 years recent and relevant experience in administration, preferably in a higher education environment.

In addition, the ideal candidate will have:

- An ability to work effectively as part of a wider administrative team.
- Excellent written, communication and interpersonal skills.
- Experience of coordinating and managing projects
- Ability to multitask, prioritise tasks and work to deadlines.
- Strong IT skills with experience of databases and reporting tools

The Key Competencies for this post are as follows:

IT Skills: Shows evidence of competency in the use of a wide variety of computerised systems. Experience of working with large complex databases and collation of data from various sources into report format. Proven ability to learn new systems.

Personal Effectiveness/Organisation Skills: Excellent organisational and administrative skills. Demonstrable track record in effectively administering multifaceted processes, and co-ordinating company or institution wide projects. Ability to multitask, prioritise tasks and work to deadlines. Evidence of flexibility and adaptability. Interest in taking on new learning opportunities and open to review, improve and develop systems and processes.

Problem solving/Decision making/Communication skills: Capacity to analyse and interpret information. Ability to identify key issues, solution oriented and knows when to consult with others to inform decision making. Actively listens and communicates in a clear manner. Can communicate the demands of the task at hand to relevant stakeholders in an engaging and convincing manner, in order to progress a project effectively.

Building and maintaining relationships/supervision: Has the ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the department. Willingness to engage with stakeholders and seek feedback on services and/or process improvements. Takes a focused approach to developing relationships. Experience of co-ordinating projects successfully in a team environment. Takes a fair approach in supporting others to complete tasks and is capable of providing appropriate feedback if required.

Additional Information

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