



Operations Coordinator
Senior Administrative Assistant (Grade V)
Research Administration Unit (STEP)
Fixed Term Contract up to 24 Months.

Unit Overview

The Research Project Administration Team aims to implement operational excellence in the administrative management of externally funded research projects. The service provided is designed to alleviate the administrative burden for academic staff involved in externally funded research projects, and to ensure effective financial and administrative project management, in parallel with efficient and streamlined operations. In parallel the Research Administration Team provides operational assistance for six DCU designated Research Centre's.

The Research Administration Unit is now recruiting an Operations Coordinator for the Unit. The appointed Operations coordinator will have a reporting line to the Research Administration Manager.

Role Profile:

The role will involve responsibility for general management and administration in a variety of specified workareas in the context of the work of the Research Administration Unit (RPA), including but not limited to: Operational processes and procedures, Financial administration and management reporting, Project Management, Research Award Co-ordination, Research Recruitment Support.

The individual will be expected to make a significant contribution to the daily operations of the Unit and the attainment of its long term strategic objectives. This is a senior administrative position and will be actively involved with all functional areas of post award research. This role is also an excellent opportunity for those seeking to progress into a management role over time.

Principal Duties and Responsibilities

Operational processes and procedures

- Providing flexible and proactive high level support and administration for all operational functions of the RPA unit.

- Work with unit team members to assess and ensure smooth running of Unit, providing ongoing training, supervision and mentoring to unit staff in all functional areas ensure best practice as required.
- Oversight of all key functional areas of unit operations including trouble-shooting and interactions with team members and relevant stakeholders.
- Identify issues and provide recommendations for resolutions, coordinating outcomes with key personnel within the unit and across University departments and third parties as appropriate.
- Lead the Research Centre administrative function of the unit identifying required support areas, through planning, recommending and implementing refinements and additions to current processes ensuring Centre satisfaction.
- Endeavour to develop, strengthen, drive and support major Research Centre initiatives ensuring best practice and quality standards are maintained.
- Designated escalation point for all queries relating to RPA operations with both internal and external parties.

Financial administration and management reporting

- In liaison with DCU Finance office provide expert advice on a variety of funding programmes, both National and European, to the RPA team and to relevant stakeholders.
- Determine in consultation with relevant external departments, requirements of new incoming research awards, operational set up, project onboarding and unit resource allocation, ensuring establishment of required supports in relation to project management and project co-ordination.
- Obtain, collate analyse and present required financial reporting to Unit Manager or Director of Research as necessary.
- Contribute substantially to the budgetary and financial administration support function, providing a high level of support to the unit Mgr., Principal Investigators & Centre Directors in relation to both research and operational funding as required, prepare costings, projections, analysis, monitor and reconcile financials as required.

Project Management (including externally funded Research Awards)

- Act as research Project co-ordinator and/or primary point of contact for several research projects as required providing expert advice including comprehensive budget and financial planning and support in all relevant deliverable areas to PIs/Researchers supported by the RPA Unit.
- Responsible for project management for short-term operational projects from scoping to go-live ensuring documentation, training and seamless integration to operations team.
- Provide co-ordination on a per project basis of pre-award proposal submission in collaboration with PI's and designated stakeholders.

RPA Staff and Research Centre Recruitment Support

- Working closely with DCU staff office provide high level of support and advice relating to personnel and recruitment issues relating to Research Centres and Principal Investigators.
- Provide training, support and assistance for Unit staff members in relation to individual work areas and plan cross training to provide back up for key work areas of Unit ensuring best practice and quality standards are maintained.

- Manage the process for new Unit staff which will include organising the set-up of internal systems (Agresso, Core, etc.) and the allocation of office space.
- Provide back up administrative support for the core time system for the Unit.

RPA Unit Departmental and Centre Management Support

- Working closely with the Unit Manager, contribute to the management of the Unit ensuring on a day-to-day basis the maintenance of high standards of administrative effectiveness and efficiency and also contributing to the ongoing development and refinement of Unit operations.
- Solving complex problems on behalf of the Unit manager or other stakeholders.
- Participate in and contribute to relevant decision making policies in the Unit in conjunction with the Unit Manager and internal stakeholders.
- Support development of cross team projects and interactions in the larger Research Support department where the unit is positioned.
- Be responsible for driving forward new unit initiatives and processes of strategic relevance to the unit.

Qualifications and Experience

Essential Qualifications:

Applicants must hold a relevant primary degree [NFQ level 7 or equivalent]. The successful individual should have a minimum of three years' relevant experience.

In addition, the ideal candidate will possess:

- Significant experience in post award EU funded project co-ordination and financial administration is required for this role.
- A project management qualification is also highly desirable.
- A proven track of success in managing or assisting in managing an administrative office function preferably in a higher education environment.
- Exceptional attention to detail, be able to co-ordinate and progress the relevant tasks associated with the post on their own initiative and contribute to the on-going development, refinement and co-ordination of the management process.
- The ability to work effectively as part of wider administrative and project teams, including external stakeholders, and have experience as a successful team lead.
- Excellent organizational, communication and interpersonal skills and be committed to delivery of a superior service
- The ability to build and maintain relationships at all levels, be effective in communications to colleagues, college departments and external funding agencies.
- The ability to influence outcomes when required is key in successful implementation of this role.
- The ability to working independently at a very high level, meeting deadlines, prioritising and multi-tasking in a pressurised and deadline driven environment.
- The post holder will be a proactive self starter with ability and enthusiasm to encourage and stimulate team and workarea development.

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety, Research Integrity and Intellectual Property and Data Protection training. Other training may need to be undertaken when required.