



Applications are invited from suitably qualified candidates for the following position

**Administrative Support Assistant
Student Support and Development
Fixed Term Contract up to 11 Months**

Dublin City University

Dublin City University ([www.DCU.ie](http://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

Student Support & Development (SS&D) provides personal and professional development support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the INTRA work placement office, the Sports Development Office, the Student Health Centre, the Disability & Learning Support Office, the Access Office, Student Learning and the Inter Faith Centre. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students/index.shtml>.

Role Profile

This role provides support to Student Support & Development (SS&D) in the administration of various student-facing duties which the Unit carries out through the year. Initially, the successful individual will support the work of the Unit in offering Orientation to cohorts of new First Year Students, but it

will then move to providing assistance to the Financial Administrator in the administration of the Student Financial Assistance Fund applications and allocations. Duties and responsibilities will vary according to the time of the year but will focus on providing opportunities to the student body.

Duties and Responsibilities

Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

Essential Criteria:

Candidate must have a Leaving Certificate plus a recognised secretarial qualification and 3 years' relevant customer service experience, or, a recognised secretarial course plus 5 years' relevant customer service experience without a Leaving Certificate.

Desirable Criteria:

The successful individual will have a very high level of IT proficiency / MS Office and excellent customer service. A working knowledge of CRM Microsoft Dynamics would be a distinct advantage. The successful individual will have excellent communication skills and a high level of attention to detail. They must be highly organised, flexible and be used to working as a team member and on their own initiative. They will be expected to work well with young people and be empathetic to the pressures experienced by students in a third level environment and to the needs of a diverse student body. Previous experience in a University environment or in a youth setting is desired.

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

Salary Scale:

Secretary Grade II Salary Scales- €28,166 - €34,813

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: 6th August 2021

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Dr Claire Bohan, Director of Student Support and Development, Dublin City University

Email: Claire.bohan@dcu.ie

Please do not send applications to this email address, instead apply as described below.

Application Procedure:

Application forms are available from the DCU Current Vacancies website at <https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants> (external applicants)

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie

**Please clearly state the role that you are applying for in your application and email subject line:
Job Ref: #ST1539 Administrative Support Assistant**

Dublin City University is an equal opportunities employer.

In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.

The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)