



JOB DESCRIPTION

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

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

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 assisting 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

- Assistance with Student Assistance Fund administration
- Completing data entry using University systems
- Assistance with event management for incoming First Year Students
- Website maintenance
- Assistance with Event Management (Room Bookings; Registration etc.)
- Communication with student cohorts (emails, phones etc.)
- Completing data entry using University systems
- Cross-unit collaboration when relevant and required
- Other duties which may arise in the course of the daily operations of SS&D

The successful individual must be prepared to work on various projects as required by the Unit over the course of the year. Flexibility and agility are a key part of the 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.