



Senior Administrative Officer (Professional 5)
Registry
Temporary Contract (up to 1 year)

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

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; student fee administration; curriculum and student records; and University examinations and awards. 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.

Student Information System Programme

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 multi-year programme 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 Officer (Professional 5). 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 Officer 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 domestic and international admissions, onboarding and registration. The duties of the individual may change over time in line with ongoing developments within Registry, the University and nationally.

Duties and responsibilities include, but are not confined to the following:

- Support Registry management in providing leadership to teams across various projects in Registry.
- Project manage significant student lifecycle projects in the area of admissions and the wider Registry.
- Support the admission manager in undergraduate admissions planning. Plan and ensure all relevant programme information is set-up and accurate on the student application system and the DCU website e.g. agreed entry requirements, opening and closing dates for applications.
- Supervise and engage with the timely processing of applications through Registry systems from application to onboarding and registration. Oversight of the offer process to eligible applicants and the transition of applications through the various stages of the process to ensure a positive student experience.
- 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.
- Lead the team in establishing robust training guides, standard operating procedures and other key quality enhancement initiatives.
- Provide training for team members on various Registry systems and processes and draft training guides and standard operating procedures for team members.
- Support the team through a significant IT transformation and implementation. Provide systems training to admissions staff and develop training guides for future use.
- Engage in Registry and University quality enhancement initiatives. Review current processes to identify the optimum centralised processes, ensuring maximum efficiency. Explore the capabilities of existing technologies with relevant DCU colleagues to ensure all potential capabilities are in use. Lead on the implementation of agreed quality enhancement initiatives.
- Responsibility for the upload and data checks on admission records. Responsibility for the extraction, manipulation, analysis and distribution of regular admissions reports to various units within and outside DCU.
- Maintain effective liaison with Faculties, Finance, Academic Systems, Information Systems and Services, Student Recruitment and Student Support and Development.
- Represent at various working Groups/ Committees (internal and external), at Open Days, Open evenings and guidance counsellor events.
- Provide management assistance and deputising when required for members of the Registry management team.

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

Minimum Internal Service Criteria

Please note that [internal service criteria](#) will apply

Qualifications and Experience

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

In addition, the ideal candidate will have:

- Demonstrated relevant administration experience, preferably in a higher education environment
- Proven ability to lead a team at various grades, including developing a new team
- 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

Mandatory Training

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. Other training may need to be undertaken when required.

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](#)

