

*Oscail*  
*National Distance Education Centre*

**Administrative Assistant**

***Programme Support***

**Oscail - The National Distance Education Centre**

Oscail, at Dublin City University, provides adults with access to third level education regardless of location, employment, domestic or personal circumstances, or prior qualifications.

Oscail currently offers the following programmes:

- Diploma in Arts & Bachelor of Arts (B.A.) (Humanities)
- Diploma in Information Technology & Bachelor of Science (B.Sc.) in Information Technology
- Bachelor of Nursing Studies
- Graduate Diploma & M.Sc. in Information Technology for Accountants
- Graduate Diploma & M.Sc. in Internet Systems
- Graduate Diploma & M.Sc. in Management of Operations

**Staff**

Oscail has a current staffing complement of 5 Programme Co-ordinators, 3 Assistant Programme Co-ordinators, 3 Student Advisors, 6 Administrators and 19 Secretarial staff.

## **ADMINISTRATIVE ASSISTANT – PROGRAMME SUPPORT**

**FUNCTION:** To provide professional and comprehensive administrative support services to the Director and Programme Co-ordinators and specifically to organise, co-ordinate, progress and monitor administration in Oscail under the direction of the Manager of Operations.

**RELATIONSHIPS:** The Administrative Assistant in the *Programme Support* area will report to the Manager of Operations. Each Administrative Assistant will jointly share responsibility for programme support. While each Administrative Assistant will have specific courses designated to them, they will be expected to have a full knowledge of all courses/systems and be in a position to take over from one another.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

The post holder will be a member of Oscail's administrative team and will be jointly responsible for the administration of Oscail's *Programme Support* groups.

The following is a broad but not exhaustive list of the principal duties of the post:

#### **1. Registration/Enrolment**

The post holder will have responsibility for the administrative aspects of Oscail's student registration and enrolment process.

- Managing the processing of:  
Introductory Module applications – from receipt through putting them on the database system; linking them to tutors; issuing details on tutorial groups and schedules.
- Managing the processing of :  
Credit Module applications – compiling documentation to be sent to students and working with Programme Co-ordinators regarding eligibility of applicants.
- Registering students of Oscail's partner universities (BA only) onto the ITS system.
- Liaising with Study Centre Liaison Officers/Admission offices/Room Booking offices in partner institutions in relation to registration, student records and tutorial room bookings.
- Liaising with Registry, Personnel and Finance offices in DCU.

## **2. Room-bookings**

- Liaising with DCU (Education Services) and with Oscail's partner institutions on requirements for our tutorials.
- Booking of rooms as initially required and on a continuing basis throughout the year for tutorials and the enrolment process.
- Using the DCU timetabling system to book rooms directly.

## **3. Tutors**

- Liaising with Assistant Programme Co-ordinators, Personnel and Finance offices in the issuing of tutor contracts.
- Responsibility for the linking of tutors to students on the Oscail databases.
- Liaising with tutors on all rescheduling of tutorials.
- Running the tutor payroll on a monthly basis.
- Responding to tutor queries relating to the payroll.

## **4. Records**

- Ensuring the integrity of the Oscail databases.
- Responsibility for the ongoing maintenance of electronic records on database systems used by Oscail. These relate to admissions, cancellations, exemptions, change of address and deferrals.
- Responsibility for the ongoing maintenance of paper files, the setting-up of all new files and the annual reorganisation of the files.

## 5. Assessment

Managing:

- Assignment processing
- Assignment appeals
- Tutor monitoring
- Reports

Managing aspects of the examinations process, including:

Processing examination applications

Liaison with examination offices in partner institutions and DCU regarding

- Number of students expected
- Rooms required
- Special requirements

Managing administrative and secretarial support in the processing of examination scripts.

## 6. General Programme Support

Working with the *Programme Support* group in fostering an atmosphere of professionalism, service to the students and Oscail as a whole.

Ensuring that staff within the group have a good working knowledge of Oscail programmes and relevant systems.

Such knowledge would centre around:

- regulations for admission
- general content of courses
- cancellation
- deferral
- assignments
- examinations

## 7. Other Administrative Duties

Working as part of the Operations Committee to contribute to establishing the administrative and support systems of Oscail.

Assisting in production and maintenance of the Oscail Calendar.

As part of the administrative group in Oscail to contribute to the overall management of the Centre, particularly in terms of staffing and operational issues.

The post holder will also be expected to address any other tasks that may from time to time be required.

## **Administrative Assistant**

### *Essential*

- A primary degree.
- A willingness to innovate and implement change.
- A record of successful team work.
- Experience of team management and of organising and meeting deadlines.
- A commitment to equal opportunities, policies and practice.
- An ability and willingness to travel.
- Successful experience of communicating clearly.
- An ability to analyse and constructively criticise administrative systems.
- Experience of publicity and media
- A record of administrative responsibilities.

**Salary:** €28,805 - €39,271

**Closing Date:** 22<sup>nd</sup> November 2002

### **Further Information**

Informal inquiries are welcome and may be made through discussion with Oscail's Manager of Operations, Ms Deirdre Mooney on:

Telephone: (00 353) 1 700 5328, e-mail: [deirdre.mooney@dcu.ie](mailto:deirdre.mooney@dcu.ie)