

DUBLIN CITY UNIVERSITY
Registry
Registry Systems and Processes
Senior Administrative Officer (Administrator I)
(Five Year Fixed Term Contract)

Description of Registry

The Registry is a busy and demanding office with responsibility for providing administrative support for the university and managing the academic experience of students from the point of view of admissions, online registration, student records, examinations and graduation. The University's room booking and lecture timetabling functions also form part of Registry business. The Registry is a dynamic environment to work in and is committed to providing a high quality service. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of the Registry. This post-holder will work closely with the Registry Management team.

Full details on the organisational structure of Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

Experience and Qualifications:

Applicants must hold a primary degree.
A minimum of five years relevant experience is required.
Experience working in third level administration is desirable.
A knowledge of Registry functions would be an advantage.
Experience planning and delivering training is desirable.

Experience and Skills:

- A strong background in administration
- A proven interest and experience working with information systems and excellent IT skills
- Proven ability to assess and plan for future information system needs
- Excellent written and verbal communication skills
- Proven ability to manage and take a lead role in projects, including working with teams of various sizes with a variety of stakeholders
- Clear evidence of self-motivation with an ability to work under pressure as part of a constantly changing working environment
- Effective presentation, negotiation, leadership and team-building skills
- The ability to meet deadlines and multi task

The successful candidate will be able to demonstrate a particular awareness of the interface between administrative and/or operational processes, and the IT and other systems that support them.

Indicative Duties and Responsibilities:

The post holder will be responsible for the provision of high-level administrative and strategic support to the Registry Management team together with the development and implementation of appropriate IT systems to support Registry functions. Responsibilities of the post holder may change over time, in line with the needs of Registry and the wider University.

- Develop a complete understanding of all Registry functions, procedures and activities.
- Review Registry processes in conjunction with both teams with the aim of improving service delivery. Identify recommendations and implement enhancements to business processes and the systems that support these processes.

- Work towards gaining a full operational knowledge of the student administration system (ITS).
- Assist the Student Enrolment Manager and the Student Awards Manager in the implementation of system improvements in each of the teams, in particular the effective use of technology. For example, leading on improvements to the online registration process and the provision of more self-administered services for students and staff.
- Provide senior administrative support to selected Registry activities. For example participation in the student registration process, the Progression and Award Board meetings and the conferring events.
- Provide support to Registry staff on best practice for validating the accuracy and completeness of data on the student administration system (ITS), to ensure it meets the information requirements of stakeholders in the areas of admissions, registration, examination and graduation.
- Lead and establish relevant project teams for Registry developments and proactively liaise with university staff in faculties and central units.
- Assist the Registry Management team with the formulation and implementation of the Registry's operational and strategic plans, which will include advising on process improvements and on the use of appropriate technologies to ensure maximum operational benefits for the Registry and the University.
- Leading on regular IS training and upskilling for Registry staff, which will entail developing and delivering appropriate training for all levels and drafting relevant training manuals.
- Managing project teams, which will include chairing committees, preparing committee documentation, reviewing and communicating process documentation and project outcomes.
- Preparing and drafting documentation to support decision-making within Registry and the wider university.
- Ensure effective communication and liaisons with internal stakeholders in faculties and other units in relation to academic administrative issues and projects.
- Oversee the infrastructure governing the Registry website and work with Registry staff members in ensuring that information is regularly updated.
- Work with the Registry management team and/or act as the Registry liaison for major system upgrades of any or all of the information systems in use by Registry. This will also involve working in collaboration with faculty staff, Information System and Services (ISS) personnel, Finance Office staff and system providers during the design, testing and implementation of any system changes.

Duties and responsibilities can change over time and other duties may be assigned by the Director of Registry or his/her nominee. This post is expected to evolve in light of ongoing developments within Registry and the wider University.

The nature of the work in Registry may necessitate working outside the standard office hours during certain times of the year. Applicants should note that holidays may not be taken during peak times.

The post-holder will report formally to the Director of Registry or his/her nominee.

Salary: €49,967 – 72,373 per annum

This salary scale may be affected by the provisions of the 2011 Budget

Closing date: 4th March 2011

This post has been approved by Budget Committee and Executive as it is considered to be part of the essential services of the University.

Application forms are available from:

Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax:
+353 1 700 5500 Email: hr.applications@dcu.ie

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