

The Office of Student Life
Student Helpdesk Administrative Assistant

Background

The Office of Student Life (OSL) provides a platform for the activities of the Students' Union and Clubs and Societies in DCU. It facilitates funding, training, staffing and facilities provision to enable students to fully exploit the opportunities for learning through engagement with extra-curricular activities. It complements the academic mission of the University, thereby contributing to the holistic development of our students.

Role:

The Student Helpdesk Administrative Assistants will report to the Office of Student Life Manager. The role will be to support the Office of Student Life.

Duties and Responsibilities:

The duties & responsibilities of the role will include, but are not limited to the following:

- Making of Student travel cards/new Adult Leap Cards/Top ups
- Use of Ticketmaster and Student travel card machine
- Tills/Cash Handling Procedures
- Strong Customer Service when dealing with both students and members of the public answering questions from students, prospective students and referring students to contact points at which they can obtain further information.
- Administrative support to Office of Student Life
- Undertake any other duties that may be assigned by The Office of Student Life Manager from time to time.

Experience and Qualifications:

- Applicants must be a registered DCU student in the 2017/18 academic year
- It is expected that the post-holder will have previous experience in a similar role and environment.
- Excellent verbal and written communication skills.
- Have the ability to work as part of a team, which includes staff and students.
- Enthusiasm for working with and supporting students.

The competencies required for this post are:

Personal Effectiveness/Excellence

Continuously strives to achieve high standards in the completion of tasks and in our approach to working with people.

Knowledge of the Organisation/ Sector

The ability to continuously learn and understand the structures, processes and relationships within DCU. Develops confidence in what they know about DCU and the OSL

Teamwork

Works together in a supportive manner to share tasks and information. Shows respect for the contribution of others.

Further Details:

The successful candidate is subject to a probationary period of 12 weeks with a review period on completion. Contract is subject to renewal in May of the relevant academic year.

Hours of work: Monday - Friday during the academic year with a minimum of 4hrs/wk up to a maximum of 20. Flexibility is required across the five days. €9.98/hr

To Apply: Please send your CV along with a cover letter to ann-marie.brophy@dcu.ie with the subject line as 'Helpdesk Admin Assistant Role'.

Closing Date for Applications: 12pm, Tuesday 18th October 2017

Interview Date: The afternoon of Thursday 19th October 2017

Dublin City University Office of Student Life is an equal opportunities employer