



## **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 work across both our Helpdesks, report to the Helpdesk Supervisor and ultimately the Office of Student Life Manager.

#### **Duties and Responsibilities:**

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

- Creation of Student travel cards/new Adult Leap Cards/Top ups
- Use of Ticketmaster and Student travel card machine
- Tills/Cash Handling Procedures
- Delivering 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 2018/19 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:** An anticipated start date of September 2018, 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](mailto:ann-marie.brophy@dcu.ie) with the subject line as 'Helpdesk Admin Assistant Role'.

**Closing Date for Applications:** 10am, Thursday 3rd May 2018

**Interview Date:** Morning of Friday 4<sup>th</sup> May 2018

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