The Office of Student Life

Student Helpdesk Administrative Assistant
2021/22

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, on the Glasnevin and Drumcondra campuses. They will take instruction from the helpdesk coordinator and report to the Head of Accounting and Finance 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:

- Delivering strong customer service when dealing with students, prospective students, university staff and members of the public.
- Dealing with customer questions and referring students to relevant contact points where they can obtain further information or assistance.
- Use of Ticketmaster and Student travel card and Leap Card machines.
- Use of EPOS cash register including End of Day procedures.
- Sale of SU merchandise and stock.
- 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 2021 / 2022 academic year.
- Excellent verbal, written, numerical and communication skills.
- Experience in a similar role and environment would be an advantage.

Behavioral Competencies:

- **Personal Effectiveness / Excellence:** Strives to achieve a high standard in the completion of tasks and achievement of organisational and personal goals.
- **Responsibility:** Willingness and ability to competently undertake the tasks assigned in the role.
- **Customer Focused:** Enthusiasm for working with and supporting students.
- **Teamwork:** Works together in a supportive manner to share tasks and information. Shows respect for the contribution of others.
- **Knowledge of Organisation / Sector:** Seeks to understand the culture and goals of DCU in general and the OSL in particular and have the confidence to share this knowledge.
- **Communication:** Motivated to achieve positive interactions and outcomes as frontline staff through effective communication.

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 (September 2021 – May 2022) with a minimum of 4hrs/wk. up to a maximum of 20 hours
- Flexibility is required across the five days, however, the Office of Student Life will facilitate your academic studies and timetable
- The hourly rate is €11.00 - €12.00 depending on the role and experience.
- An anticipated start date is September 2021. The successful candidate is subject to a probationary period of 12 weeks with a review period.

Informal queries may be made to Margaret Kinsella, Head of Accounting and Finance at Margaret.kinsella@dcu.ie or Úna Redmond, Office of Student Life Manager at una.redmond@dcu.ie

_Dublin City University Office of Student Life is an equal opportunities employer_