Job Description

Faculty/Unit	Student Services & Admissions/ Academic Affairs
Subject Area	Student Services Support Officer (Fees & Grants, Student Records)
Grade	Grade IV
Post Duration	Fixed Term Contract – 1 Year
Reports to	Student Services and Admissions Officer

Position Summary

The National College of Art and Design, Dublin is Ireland's leading provider of art and design education. NCAD is based on Thomas Street in Dublin's city centre and has a community of 1,500 undergraduate, postgraduate and part-time students engaged in a wide range of study and research across the disciplines of Design, Education, Fine Art and Visual Culture. NCAD has been the most significant provider of art and design education in Ireland for over 250 years and is a Recognised College of University College Dublin.

Student Services & Admissions - SS&A operates as the central registry area for the College providing a range of services to students, academic staff and senior management. It is a very busy environment with a team of staff working across the areas of student recruitment, admissions, registrations, fees & grants, Erasmus, examinations, student records, transcripts and conferrings. The student enquiry and general College reception desk is located in the area serving as the first point of contact for prospective students and the general public.

The area also supports the Head of Academic Affairs in the academic development, management and administration of the College.

The post holder will join the Student Services & Admissions services team and will be expected to provide a high level of customer service to prospective and current students, internal colleagues and external stakeholders. Reporting to the Student Services and Admissions Officer, the post holder will have a particular brief to work in the area of Fees & Grants and Student Records. Day to day reporting will be to the Student Records & Data Officer.

Salary: Salary Scale: €31,513 - €46,466 per annum

Appointment will be made at the appropriate scale and in accordance with the Department of Finance guidelines.
* New entrants to the Public Sector will be appointed at the first point of the scale

Annual Leave: Annual Leave will be 23 working days. This leave is exclusive of public holidays.

Hours of Attendance: Working hours will be 37 hours per week, Monday – Friday (net of rest breaks).

Location: This position is ordinarily based at the NCAD Campus, 100 Thomas Street, Dublin 8. In line with public health guidelines in relation to the Covid-19 pandemic remote working may be required.

Closing date: Receipt of applications by COB **Monday, 5th May 2021** to
staffappointments@staff.ncad.ie.
Please submit your CV along with the vacancy Application Form which is available from the NCAD website (www.ncad.ie)

Principal Duties and Responsibilities of the Admissions Administrator

The principal duties include:
- Provide an effective and responsive information and services access point to students, potential students and the public and provide a professional service responding to questions and problems in a busy environment.
- Working with the Student Records & Data Officer to provide support; with student registrations, the administration and updating of the Student Records System / database (Quercus), and in preparing reports and data returns to internal and external stakeholders.
- Provide administrative support with issuing student transcripts and other records of student achievement.
- Working with the Fees & Grants Officer liaise with grant authorities and students in administering the third level student grant system as well as the administration of student tuition fees.

Additionally the post holder will be expected to:
- Provide administrative support as required in SS&A including in student recruitment, admissions, fees and grants, student registrations, student record system, examinations, the student information desk and Academic Affairs.
- Provide reasonable flexibility in dealing with work allocated within Student Services & Admissions/Academic Affairs.
- Undertake any other appropriate duties as may be assigned by the appropriate officer from time to time.

Selection Criteria
Selection criteria outline the qualifications, skills, knowledge and/or experience that the successful candidate would need to demonstrate for successful discharge of the responsibilities of the post. Applications will be assessed on the basis of how well candidates satisfy these criteria.

Mandatory
- Relevant administrative experience preferably in a third level institution.
- The post holder must have good interpersonal skills, be a good communicator and have the ability to engage with Students as well as internal and external stake holders.
- Good oral and written communication skills with the ability to understand and explain complex issues and processes to applicants.
- Proven ability to manage workload and meet deadlines.
- Proven ability to work with financial and other data.
- Proven ability to work as part of a team in a busy work environment.
- Excellent MS Office computer skills particularly in Excel.
- High standard of administration, organisational and problem solving skills and ability to take initiative in these areas.
- Discretion in handling confidential information and an understanding of data protection issues.

- Flexibility in responding to the requirements of the post and ability to adapt to a changing environment.
- Good attention to detail and ability to work with a high level of accuracy.
- Academic qualification at Level 6 or higher on the NFQ or equivalent professional experience or qualification.

Desirable
- Knowledge of higher education tuition Fees, Grants and Registration processes would be an advantage.
- Experience of working directly with students.
- Knowledge and experience of third level structures and procedures.
- Experience of updating content on web sites.

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