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| Job Description |
| **Comp ID:** (…)**Job Title:** Executive Officer / Administrative 3**School/Department:** (…)**Job Category and Level:** Professional, Administrative & Support; Executive Officer |
| The Purpose of the RoleExample text - To assist in the management of the undergraduate and postgraduate programmes in the School from recruitment to degree award, through module enrolment and providing full support to the relevant academic staff to ensure the smooth running of all the degree programmes on a day to day basis. To deputise for the UG & PG Manager in their absence, to ensure continuity of service for both students and staff in the School |
| ContextExample Text - This role is part of a small team of administrative staff who provide services to management, staff and students within the School. The role reports to the School Administrator / Manager of X. Although the role-holder will work as part of a team, they will have responsibility for delivery of certain parts of the operation within the School. The School of X offers X programmes, with approximately Y staff and Z students. The role holder is the first point of contact for staff and students in the School and is responsible for providing a professional, efficient and welcoming services to all students, staff and visitors to the School. |
| Main ResponsibilitiesThis is a list of the tasks, duties and responsibilities for the role.**Service*** Receive and respond to everyday enquiries from/to customers escalating requests outside their knowledge base to the appropriate person/area.

**Systems*** Use and understand common systems (e.g. SITS, FIS, CoreHR) relevant to area of work and carry out searches to respond to queries.
* Update databases and spreadsheets and run standard reports.
* Carry out routine record keeping, filing, photocopying and data entry to ensure accurate records are maintained.
* Run automated or routine reports to support established school/departmental/work unit information requirements

**Clerical*** Provide routine administrative and/or customer support activities to contribute to the smooth operation of the team/department.
* Provide essential administrative and/or support activities to contribute to the smooth operation of a work unit (e.g. maintaining a filing system, processing invoices).

**Organisation*** Receive and respond to everyday enquiries from/to customers escalating requests outside their knowledge base to the appropriate person/area.

**Service*** Assist with the arrangements and/or support internal and external activities/meetings/events through detailed instruction or direction, collating and recording relevant information/documentation as requested.
* Monitor and take responsibility for small-scale resources such as petty cash, following established procedures

**General*** Deputise for colleagues as required and represent the manager or department at meetings and events.
* Any other duties that arise from time to time as directed by the manager or nominee.
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Person Requirements

The role-holder will require the following knowledge, skills and attributes for successful performance in the role.

Qualifications

* Leaving Certificate or equivalent - essential
* Diploma or professional qualification - desirable

Knowledge

* Working knowledge of Microsoft Office, e-mail and the web - essential.
* Awareness of the basic principles or standardised work routines of the field of work.
* Familiarity with the work of the school/department/work unit and of the University

Experience

* Prior work experience in a relevant role.
* Experience in dealing with customer queries in person, by phone and by email.
* Experience in working with standard office equipment.

Skills

* Excellent written and verbal communication skills.
* High standard of accuracy in both written and numerical work

Personal attributes

* Understands the importance of quality service and pro-actively delivers this.
* Pays close attention to quality standards.
* Takes pride in providing excellent customer service providing a helpful and courteous approach to colleagues,
* students, academic staff and customers.
* Committed to achieving results, putting in additional effort as required.
* Flexible approach to working hours as the demands of the post may require work outside normal office working hours from time to time.

Trinity Competencies

In Trinity there are 6 Core Competencies that are applicable to all roles across a range of professional, administrative and support jobs, unlike specialist or technical skills which may be job specific. They provide a common language for describing performance and the abilities/attributes displayed by individuals. They focus on ‘how’ tasks are achieved, not ‘what’ is achieved.

Below is a summary definition of the 6 Core Competencies.

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|  | **Competency** | **Summary Definition** |
| **1** | **Agile Leader** | Sees the big picture and harnesses opportunities to achieve the University’s goals. Creates clear direction for the future and how to get there. |
| **2** | **Unlocks Potential** | Energised, capable and confident to take ownership and responsibility for their development and goals. Motivates, supports and develops people to perform to the best of their ability. |
| **3** | **Service Ethos** | Finds ways to increase stakeholder and customer satisfaction. Builds relationships, is proactive and delivery focused in order to anticipate, meet & exceed expectations. |
| **4** | **Builds Trusted Relationships** | Communicates in a clear and respectful manner building trust and commitment for mutually beneficial outcomes. |
| **5** | **Decision-making** | Confidently makes timely decisions based on knowledge, evidence and sound judgement. |
| **6** | **Achieves Results** | Delivers results by setting direction, planning, executing and evaluating impact. |