



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

Job Description

Job Title:	Executive Officer / Administrative Officer 3
School/Department:	tbc
Job category & level:	Professional, Administrative & Support; Executive Officer

The Purpose of the Role:

Brief overview here (about 100-150 words) on the purpose of the job. Plain English, no jargon. To assist in completing this, think about (i) why the job exists (ii) what is it that the job is intended to achieve

Example:

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.

Context:

Brief overview here (about 100-150 words) about the area in which the role is based. The aim is to give the post-holder a sense of where they will be working and how their role fits into the overall School/Unit within the University. It also gives a sense of whether the person will be working as part of a team or not, and who their clients/customers are. Include who the role reports to and if there are any direct reports into the role.

Example:

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 Responsibilities:

This is a list of the tasks, duties and responsibilities for the role. Use headings to group tasks if required.

- **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**
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:

[Review the competencies for the grade as per the Competency Framework and select any key items are specifically relevant to this role.](#)

Example

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.

[In addition, if there are any other elements not covered above, include these here](#)

Example

Flexible approach to working hours as the demands of the post may require work outside normal office working hours from time to time.

