

**TITLE OF POST:** Administrator, Immersive Software Engineering Re-advertisement

**LOCATION:** University of Limerick

**REPORTS TO:** Course Director ISE

**CONTRACT TYPE:** Specific Purpose

**SALARY SCALE:** €24,688 - €39,857 p.a. pro rata

***The University of Limerick supports blended working***

**Please confirm that you are currently eligible to work in Ireland. Applications by candidates who are not eligible to work in Ireland will not be processed.**

## **JOB DESCRIPTION**

### **Job Purpose**

The purpose of this post is to support the Senior Administration person in Immersive Software Engineering (ISE) in the provision of support for the ISE programme. The successful candidate will be expected to support ISE's students and ISE's staff in the performance of their duties. The appointee will also work as part of an administrative team and undertake additional duties as assigned by the Head of Department of CSIS and the ISE's Directors.

### **Key Accountabilities**

- ☐ The post holder will support the ISE Directors in providing administrative support to the faculty, staff, postgraduate students and researchers working as part of an administrative team.
- ☐ They will be responsible for organising meetings and appointments, provide secretarial support to a range of committees with responsibility including the provision of minutes and associated documentation.
- ☐ They will have responsibility for compiling and maintaining ISE records and databases, corresponding with senior personnel within the University and liaising with external companies and organisations, dealing with queries from staff, students, parents, teachers, external examiners, and the general public.
- ☐ They will be expected to administratively support the management of residencies.
- ☐ They will be expected to support ISE Directors, Course Director and ISE block coordinators in administrative matters concerning communication, coordination, meetings, document management and archiving, support for marketing and outreach. Where activities or events are interdepartmental or interfaculty, this will include communication and coordination across departments and faculties.
- ☐ They will be expected to support faculty and staff in internationalisation tasks and activities, including e.g., assist in the organisation and management of visits, ERASMUS activities, partnerships, and their planning processes. This will require interaction with CSIS, the International Education office and possibly with other schools and faculties.
- ☐ The appointee will assist in the organisation and implementation of events related to the ISE programs.
- ☐ The appointee will provide a comprehensive first point of contact service on behalf of the ISE programs, effectively answering a wide range of queries via a variety of communication mechanisms.
- ☐ They will be expected to support communication and reporting, including e.g., the collection and redaction of news for the website, the reporting activity towards the Department, the Faculty, and various UL entities like the Governing Authority. For this, they will make use of various IT communication channels and tools that may change over time along the evolution of the IT platforms adopted in ISE, the Department and UL. Appropriate training will be provided.

- ☐ They will be expected to support the Directors in facilitating and managing communication and coordination activities with research partners, in particular also with Lero, Confirm, the Bernal Institute and the HRI.
- ☐ They will be expected to be flexible regarding work assignments and to have a capacity for teamwork. Experience of working in a busy office would be a major advantage.
- ☐ The appointee may undertake other duties that may be assigned by the ISE Directors.

## **Context**

### **Key Working Relationships & Contacts**

- ☐ Reports to the ISE Directors and works closely with the CSIS and SEN Coordinators.
- ☐ Supports the CSIS Administrators in the Department examination process for ISE.
- ☐ Liaises with CSIS administrators and technical staff concerning their support to ISE academics with module and exam management, VLE and tech support, and module coordination management.
- ☐ Regular contact with the Faculty Manager, faculty, students, course directors and module coordinators.
- ☐ ISE industry companies and collaborators.
- ☐ Other UL and external managers on behalf of the Directors.

### **Working Environment/Special Circumstances**

The appointee will be based in the Department of Computer Science and Information Systems, specifically supporting the ISE programs. Use of standard office equipment. Routine use of a PC or keyboard or other office equipment and devices for inputting data or finding routine information. Use of AV equipment.

Due care and diligence in the context of health and safety environment. Need to be aware of the risks in the work environment and their potential impact on own work and that of others. Need to be sensitive and considerate of student's pastoral and welfare needs which may include dealing with signs of distress. Need to seek guidance where necessary and refer as appropriate where further advice is needed.

Perform a variety of administrative tasks to high levels of accuracy under tight timescales. Occasional need to work outside normal working hours. Annual leave may be restricted during busy times.

### **Job Boundaries**

Operates on own initiative in the provision of administrative support activities enabling effective delivery of services. Effectively plans and prioritises own work with reference to the Directors and is able to organise work to meet designated deadlines and deliver effectively. Recognises what needs to be done and implements it.

### **Dimensions**

- ☐ Is committed to delivery of high-quality service to ISE directors, academics, support staff, researchers and students.
- ☐ No budget responsibility required.
- ☐ No formal supervisory responsibility but may provide guidance to new members of staff.
- ☐ Member of the CSIS and faculty administration team.

### **Knowledge, Functional Skills, Experience & Qualifications**

## Knowledge

- ☐ Science & Engineering Faculty structure and programmes – Desirable.
- ☐ UL administrative procedures and processes – Desirable.

## Functional/Work-based Skills

- ☐ Excellent organisational & administrative skills – Essential.
- ☐ Excellent time management skills including the ability to prioritise and complete tasks – Essential.
- ☐ Excellent minute taking skills – Essential.
- ☐ Ability to take initiative and devise innovative solutions to day-to-day problems – Essential.
- ☐ Strong interpersonal skills with evidence of being an effective member of a team – Essential.
- ☐ Excellent communication (written & oral) & interpersonal skills – Essential.
- ☐ High levels of accuracy and attention to detail – Essential.
- ☐ Proficient in all Microsoft packages – Essential.
- ☐ Experience of web-based systems and database or content management systems – Desirable.
- ☐ Experience of UL central information systems & tools – Desirable.
- ☐ A flexible approach to work – Essential.

## Experience

- ☐ Substantial administrative experience (at least 3 years) – Essential.
- ☐ Experience working in a third-level environment – Desirable.
- ☐ Experience in undertaking complex, high level organisational and administrative tasks – Essential.

## Qualifications

- ☐ Leaving Certificate or equivalent – Essential.
- ☐ Technical/Professional qualification. (ECDL for e.g.) – Desirable.

## Core Competencies – ADMIN

<b>Customer Focus:</b> Takes pride in and is committed to delivering high quality services.	<b>Level: 1</b>
<b>Planning &amp; Organising:</b> Plans and prioritises own work, with reference to line managers. Makes best use of own time and meets deadlines.	<b>Level: 1</b>
<b>Using Initiative, Achieving, Goals:</b> Takes personal responsibility for, and pride in own work. Recognises what needs to be done and does it.	<b>Level: 1</b>
<b>Decision Making &amp; Problem Solving:</b> Gathers relevant information. Solves problems, makes decisions independently within own area of responsibility, or in conjunction with other team members or more senior staff.	<b>Level: 1</b>
<b>Leadership:</b> Sets a good example. Enthuses others through own positive and energetic approach.	<b>Level: 1</b>
<b>Effective Communication:</b> Communicates information clearly and accurately both written and oral.	<b>Level: 1</b>

<b>Team &amp; Collaborative Working:</b> Works co-operatively and is a supportive member of the team/group. Contributes positively to the achievement of team objectives.	<b>Level: 1</b>
<b>Effective Networking and Relationships:</b> Builds effective working relationships, in order to provide information and enhance service.	<b>Level: 1</b>
<b>Innovation &amp; Creative Thinking:</b> Has the ability to think creatively and implements solutions for everyday problems.	<b>Level: 1</b>
<b>Change, Adaptability and Flexibility:</b> Understands the need for change and is willing to adapt to it.	<b>Level: 1</b>
<b>Continuous Development:</b> Seeks to improve and develop self. Responds positively development needs that are brought to their attention.	<b>Level: 1</b>
<b>Thinking &amp; Acting Strategically:</b> Understands and is able to link own work to the goals and objectives of the Department.	<b>Level: 1</b>