



Job Description

College Management Unit:	Office of the Vice-President for Research, Innovation and Impact
School Unit:	UCD Innovation Academy
Post Title & Subject Area (if relevant)	Executive Assistant
Post Duration:	Temporary full-time 11 month post
Grade:	Executive Assistant (95 Executive Assistant - 2013)
Job Family and Career Level	Academic & Programme Operations and Management Career level 1
Hay Reference N^o	N/A
Reports to	Strategic Partnerships Lead
Competition Ref. N^o	014411
HR Administrator	Qiong Zhang

Position Summary:

Do you have what it takes to inspire people and help them to unlock their true potential?

Can you help us to change the face of education, and transform the way we work and learn?

If that sounds like you, we want to hear from you. You could become a part of something truly pioneering that's putting Ireland at the forefront of innovation.

The world is changing at an unparalleled rate and many of our students will go on to work in jobs that don't yet exist. UCD Innovation Academy designs and delivers learning experiences in partnership with industry leaders, to give our students the key skills they need: Creativity, Entrepreneurial Mindset, Critical Thinking, Resilience, Collaboration and Leadership. Our alumni go on to accelerate their careers and change the world, either from within their organisations or as entrepreneurs and social entrepreneurs.

UCD Innovation Academy seeks to recruit an Executive Assistant to support the recruitment of students for its programmes. UCD Innovation Academy provides a range of programmes and courses in creativity, entrepreneurship, sustainability and innovation to hundreds of learners every year. These include flagship programmes funded by the government's upskilling initiative Springboard+. Working as part of the marketing and communications team, the successful candidate will support the recruitment of programme applicants, converting registrations of interest to programme sign-ups. This involves coordinating with the marketing team and, when needed, Springboard+ on upcoming programmes and liaising with prospective students.

The Executive Assistant will be the main point of contact for applicant queries, by phone or email and will set the tone for UCD Innovation Academy with future students as the first point of contact. The successful candidate will contribute to refining the marketing and recruitment process as needed and collecting recruitment data to help inform the process and UCD Innovation Academy's overall strategy.

This is a truly people-oriented role, working with UCD Innovation Academy's rich and diverse student community, ranging from lifelong learners seeking to return to the workforce, professionals upskilling and those at a career crossroads, recent university graduates and young summer camp students, among others. The Executive Assistant will have the opportunity to support our students on the early part of their learning journey from advising them on their eligibility and choice of programme to getting them 'over the line' in the application process, and as part of a close-knit team watch those students progress through to completing their programme.

The Executive Assistant will also support the Marketing and Communications team in other duties including

events, social media, communications, website, CRM integration and other tasks as assigned.

Equality, Diversity and Inclusion:

UCD is committed to creating an inclusive environment where diversity is celebrated, and everyone is afforded equality of opportunity. To that end the university adheres to a range of equality, diversity and inclusion policies. We encourage applicants to consult those policies here <https://www.ucd.ie/equality/> . We welcome applications from everyone, including those who identify with any of the protected characteristics that are set out in our Equality, Diversity and Inclusion policy.

95 Executive Assistant (2013) Salary Scale: €26,204 - €41,505 per annum

Appointment will be made on the above scale and in accordance with the Department of Finance guidelines.

Principal Duties and Responsibilities:

The principal duties of the post will be to support the recruitment of students to UCD Innovation Academy's programmes. Specifically, the role will involve the following components:

- Working as part of the marketing and communications team in the recruitment of new students; advising prospective applicants on application procedures and also on general entry requirements, rules and regulations, by email, telephone and in person.
- Coordinating with key partners, in particular Springboard+, on upcoming programmes and recruitment.
- Liaising with prospective students on their choice of programme and providing timely and accurate information on eligibility and suitability.
- Understanding UCD Innovation Academy's different programmes, target student cohorts and programme objectives.
- Liaising with the UCD Innovation Academy Teaching and Learning team on recruitment and class make-up.
- Assisting with the preparation of printed publications and the development and presentation of web content; participating in Open Days and other promotional activities
- Processing and reviewing student applications, working closely with the UCD Innovation Academy Operations team.
- Assisting the Strategic Partnerships Lead in the development of new partnerships to support programme recruitment.
- Contributing to refining the student recruitment process as needed and collecting recruitment data to help inform the process and UCD Innovation Academy's overall strategy.
- Supporting communications tasks including content development, website management, events and CRM integration.
- Undertake any other duties as assigned by the Strategic Partnerships Lead

Selection Criteria:

UCD has a Job Families Framework and this role is part of the **Academic & Programme Operations and Management Career level 1**. Further details on the functional and core competencies outlined in the Job Families Framework are available at <https://www.ucd.ie/hr/promotionsgrading/jobfamilies/>

Mandatory:

Experience and Qualifications:

- 1-2 years' professional or customer services experience, and/or a third level degree
- Proven ability on a variety of digital platforms (Microsoft suite) and / or willingness to learn others (Slack, Hubspot)

Functional Competencies:

- **Business Analysis (Proficiency Level 1)** - Good ability to translate user requirements into solutions, document processes, write reports, and create a continuous improvement culture.
- **Data Management (Proficiency Level 1)** - Good ability to develop and demonstrate knowledge of best practice data management and data governance practices
- **Operational Resilience (Proficiency Level 1)** – Good ability to maintain stamina and performance in everyday tasks, act effectively under pressure, and display determination, self-discipline and commitment in the face of a changing environment or setbacks.
- **Support, Guidance and Advice (Proficiency Level 1)** – Good ability to provide support, guidance and advice to students, faculty and staff. This covers the welfare and well-being of students and staff within the institution as well as operational support and advice, in both informal and formal situations.
- **Technical Acumen (Proficiency Level 1)** – Good ability to apply and improve technical knowledge, skills, and judgment to accomplish a result or to accomplish tasks effectively, and to think of ways to apply new developments to improve organisational performance or customer service. ^[1]_[5EP]

Core Competencies:

- **Managing Change (Proficiency Level 1)** - Good ability to take a positive approach to tackling work and embrace change.
- **Building Relationships (Proficiency Level 1)** – Good ability to build effective working relationships within own area and more broadly.
- **Organisational Awareness (Proficiency Level 1)** – Good ability to develop and demonstrate an understanding of UCD in its entirety, including governance structures and regulations.
- **Planning & Organisation (Proficiency Level 2)** - Strong ability to plan and organise own work effectively.
- **Communicating Effectively (Proficiency Level 2)** – Strong communication skills, engages in written and oral communication that is clear, unambiguous, transparent, and consistent with UCD's Values
- **Taking Initiative (Proficiency Level 2)** - Strong ability to make suggestions for improvements in own work area.
- **Service Focus & Innovation (Proficiency Level 2)** – Strong ability to understand and anticipate customer needs.
- **Equality Diversity and Inclusion:** Candidates must demonstrate how they can positively contribute to fostering an inclusive environment and a level of awareness of equality, diversity and inclusion.

Desirable:

- Experience of working directly with students
- Prior programme administration experience
- Knowledge of UCD Innovation Academy and / or university structures and academic processes
- Knowledge of CRM systems

Further Information for Candidates:

Equality, Diversity and Inclusion:

Equality, Diversity, and Inclusion (EDI) at UCD

UCD is committed to creating an inclusive environment where diversity is celebrated, and everyone is afforded equality of opportunity. Diversity is highlighted in the university's strategic plan as one of the core values of UCD, and its EDI commitment is further demonstrated through the strategic objective relating to the attraction, retention, and development of an excellent and diverse cohort of students, faculty and staff. We welcome applications from everyone, including those who identify with any of the protected characteristics that are set out in our Equality, Diversity and Inclusion policy. The university adheres to a range of equality, diversity and inclusion policies. We encourage applicants to consult UCD's equality, diversity and inclusion policies here <https://www.ucd.ie/equality/>.

UCD's Equality, Diversity and Inclusion Strategy 2018-2020-2025 sets out the University's objectives aligned to UCD's ten equality grounds. [Link](#)

UCD's Vice President for Equality, Diversity and Inclusion chairs the University EDI Group which works across UCD's ten equality grounds in collaboration with College Vice Principals for EDI and EDI School Representatives. UCD's Equality, Diversity and Inclusion Unit supports the mainstreaming of EDI through the EDI Group and these roles and leads on the delivery of the EDI Strategy through a range of initiatives including policy development, awareness raising and training, internal and external relationship building, collation and analysing of data, establishing peer support groups and networks, attainment of accreditations such as Athena SWAN and supporting and promoting an environment of mental health and wellbeing and dignity and respect.



UCD has EDI staff networks which are a great opportunity to meet colleagues, network and engage with equality, diversity, and inclusion initiatives in UCD.

UCD's EDI Staff Networks include:

- **UCD staff disability network**
- **UCD LGBTI staff network**
- **UCD Women@STEM**
- **Multicultural Employee Network UCD (MENU)**

You can join UCD's EDI Staff Networks here: <https://www.ucd.ie/equality/groups/edinetworks/>

UCD is also engaged with the following initiatives:





Athena SWAN at UCD

University College Dublin has received its second Athena SWAN Bronze institutional award in recognition of the university’s work towards gender equality. To achieve this accreditation, an institution must demonstrate that it has undertaken a thorough self-assessment of gender equality challenges and has developed a detailed action plan to tackle them. The [UCD Gender Equality Action Plan 2020-2024](#) was prepared by the [Gender Equality Action Group](#) and its Working Groups, in a process that involved external benchmarking, an EDI employee survey, focus groups and consultation across the university. It includes actions relating to recruitment, promotions, leadership, work practices, organisation and culture. The implementation of the Plan is already underway and includes mechanisms to track progress on each of the actions. This action plan includes the actions that arose from the review of the university’s policy and procedures on Dignity and Respect.

Age-Friendly University

University College Dublin is proud of its designation as an **Age-Friendly University** as part of the AFU Global Network. The principles of an Age-Friendly University are: To encourage the participation of older adults in all the core activities of the university, including educational and research programmes.

University of Sanctuary

UCD was awarded **University of Sanctuary** status in 2018, (UoSI) is an Irish initiative to encourage and celebrate the good practice of universities, colleges and other education institutes welcoming refugees, asylum seekers and other migrants into their university communities and fostering a culture of welcome and inclusion for all those seeking sanctuary.

Open Doors Initiative

UCD has joined a group of over 95 companies and NGOs, who work with government to create pathways to employment for marginalised people. These can be internships, scholarships, training courses, aiding entrepreneurs or full/part time employment, from a range of backgrounds and abilities. These can be developed out on a bespoke basis with organisations to include specific projects. This group work with refugees, asylum seekers and migrants, people with disabilities and disadvantaged youth (including those from a traveller background, LGBTIQ+ etc). They offer online training, mentorships, assisted learning, seminars, inhouse training for existing employees on a range of subjects and can assist with funding for training courses you run. They have ongoing meet ups with other companies and supporting partners who are working to create diversity and inclusion within their organisations. More details are available on our website here: www.opendoorsinitiative.ie

Supplementary information:

The University:	http://www.ucd.ie/aboutucd.htm
The UCD Strategy for Research, Innovation and Impact 2015-2020:	http://www.ucd.ie/innovation/aboutus/ucdstrategyforresearchinnovationandimpact/
Office of the Vice-President for Research, Innovation and Impact:	https://www.ucd.ie/research/portal/meettheteam/#1
UCD Innovation Academy:	https://www.innovationacademy.ie/
Other (Please specify):	N/A

Relocation Expenses:

- Will not apply

Garda Vetting required:

- No.

Informal Enquiries ONLY to:

Name:	Eleanor Kelly
Title:	Strategic Partnerships Lead, UCD Innovation Academy
Email address:	eleanor.kelly@ucd.ie
Telephone:	N/A

Particular to this position:

Please note: It is envisaged interviews for this position will take place over Zoom on WKC Commencing 9th May 2023. We understand that this is an unusual time and that interviewing in different environments can be difficult. We have all experienced internet disruptions, background noise, family interruptions etc. and we want to assure you that if you are called to interview, such issues will not impact upon the outcome of your interview.

Eligibility to compete and certain restrictions on eligibility

Incentivised Scheme for Early Retirement (ISER):	It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position
Department of Health and Children Circular (7/2010):	The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to complete in this competition.
Collective Agreement - Redundancy Payments to Public Servants:	The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

<p>Declaration:</p>	<p>Applicants will be required to a Pre-Employment Declaration to confirm whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. The above represents the main schemes and agreements restricting a candidate's right to be re-employed in the public service. However it is not intended to be an exhaustive list and candidates should declare details of any other exit mechanism they have availed of which restricts their right to be re-employed in the public service. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.</p>
<p>Superannuation and Retirement:</p>	<p>The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the University, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme").</p> <p>Key provisions attaching to membership of the Single Scheme are as follows:</p>
<p>a. Pensionable Age - The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.</p> <p>b. Retirement Age - Scheme members must retire at the age of 70.</p> <p>c. Pension Abatement:</p> <ul style="list-style-type: none"> ● If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position. ● Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007 <p>The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).</p> <ul style="list-style-type: none"> ● Ill-Health-Retirement <p>Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.</p> <p>d. Prior Public Servant - While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in</p>	

the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme. In this case such a candidate would instead be offered membership of the UCD Pension Scheme. This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

e. Pension Accrual - A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

f. Pension-Related Deduction - This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>.
