

Applications are invited from suitably qualified candidates for the following position

**Student Fees Manager
Professional 6
Registry
Permanent Contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University, proud to be one of the world's leading Young Universities. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the Department

The Registry plays a central role in supporting students throughout their entire journey at DCU. We deliver a wide range of specialised student lifecycle services and lead the implementation of academic policies and regulations. Our core responsibilities include admissions, enrolment, student fees, examinations, and the issuing of official university documents such as transcripts and parchments.

We're a professional and solutions-focused team, working in an environment where adaptability, collaboration, and service excellence are key. As part of our commitment to continuous improvement, we are constantly adopting new and innovative approaches to better serve students, staff, and the wider University community.

Role Profile

We are seeking an experienced and driven Student Fees Manager to lead the operational delivery and development of DCU's student fees function. This is a key managerial role responsible for leading a team of 8–10 colleagues and ensuring the delivery of efficient, accurate, and student-focused financial services. You will work closely with internal stakeholders across the Registry, Finance Office, and wider University community, ensuring compliance, system effectiveness, and a high-quality student experience.

Duties and Responsibilities

The key duties and responsibilities of the position include, but are not restricted to, the following:

- Lead, coach, and develop the Student Fees Team, fostering a collaborative and high-performance culture.
- Plan and oversee the annual student fees cycle, including fee generation, collection, refunds, and reconciliations.
- Ensure adherence to financial controls, policies, and audit requirements, including monthly and year-end processes.
- Oversee credit control processes and liaise with third-party collection agencies where appropriate.
- Partner with Registry and Finance teams to support key projects such as student registration, new programme setup, and system enhancements.
- Maintain up-to-date, accurate fee schedules and ensure student-facing communications are timely and clear.
- Use data and systems to track KPIs, generate reports, and drive continuous improvement in service delivery.
- Contribute to strategic projects, digital transformation initiatives, and quality assurance processes within the Registry.
- Work closely with colleagues across academic and professional units to ensure a consistent, student-centred approach to fee-related services.

Qualifications and Experience

Essential

- Candidates must have a primary degree or equivalent (NFQ Level 7) plus 5 years' relevant experience in a finance-related role.
- Experience of managing and developing a team.
- Strong systems orientation with advanced Excel skills and experience working with finance/CRM/student information systems.
- Excellent organisational, analytical, and communication skills.

Desirable

- A recognised accounting qualification (e.g., ACA, ACCA, CIMA).
- Experience in the higher education or public sector environment.

Essential Training

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) **and all Cyber Security Awareness Training**. Other training may need to be undertaken when required.

Salary Scale:

Professional 6 - €63,073 - €89,850 *refer to [DCU Payscales](#) for the applicable payscale.*

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy.

Closing date: Sunday, 11th May 2025

Additional Information

Please note this role does not meet criteria for a Critical Skills permit as stipulated by the Department of Enterprise, Trade & Employment.

Remote Working Policy

From the 1st of November 2024, DCU will operate its newly agreed [Remote Working Policy](#). Employees may be approved for up to 2 days of remote working per week (or an appropriate pro rata amount for those part time). Any remote working arrangement will be reflective of the predominant on-campus working environment and the core University value of '*Student Focused*'. Employees will be based on campus for the majority of their working week to ensure a sustained on campus engagement and experience. The terms of the remote working policy will apply.

For more information on the Registry, please visit: <https://www.dcu.ie/registry>

Informal Enquiries in relation to this role should be directed to:

Ms Gillian Barry, Deputy Director, Registry, Dublin City University.

Phone: + 353 (0)1 7005105

Email: Gillian.Barry@dcu.ie

Please do not send applications to this email address, instead apply as described below.

Application Procedure:

Please submit your application through the online system. In order to be considered for the role to which you are applying for, you must upload:

- 1) Curriculum Vitae
- 2) Cover Letter
- 3) Completed application form (blank forms can be downloaded from the bottom of the Vacancy).

Please note, if all items are not uploaded, the application will be deemed incomplete, and will not be processed.

Dublin City University is an equal opportunities employer.

In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.

The University's Athena SWAN Silver Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)

