



Ollscoil Mhá Nuad Maynooth University

Human Resources HR Service Centre Executive Assistant (Permanent)

The Role

Maynooth University is committed to a strategy in which the primary University goals of excellent research and scholarship and outstanding education are interlinked and equally valued.

The Human Resources Department is seeking an Executive Assistant to join the newly created HR Service Centre.

The HR Service Centre will act as reception to the HR Office and provide a front-facing first point of contact to the University. Working as a member of a two-person team, this role will provide support to the day-to-day operation of the HR Service Centre including service delivery to Maynooth University staff community and internally service across the HR Pillars (Organisational Design, People Development, HR Partnering, HR Operations and Employee Resourcing).

The HR Service Centre will provide service and support five days a week during regular University hours; the team will be front-facing acting as the first point of contact and reception to the HR Offices. The two-person team will work collaboratively to ensure there is Maynooth University employee access five days a week; as such there will be limited access to [blended working arrangements](#) as the nature of the work includes on campus service delivery.

This role has a broad remit with constantly changing demands in a busy environment with, at times, conflicting priorities. The successful candidate will have experience working as part of a team in a busy function, have excellent interpersonal skills, be organised and flexible, with experience of managing multiple tasks against deadlines. They will exercise a high level of discretion with confidential information and must be able to demonstrate ability to work under pressure, working on their own initiative and as part of a team.

The successful candidate will have demonstrated experience in a service-delivery role; they will have demonstrated experience in Human Resources or cognate discipline, preferably in a public sector environment. Relevant experience in a Higher Education institute would be an advantage.

Principal Duties



Administrative and other duties:

- Deliver in person and online support to Maynooth University community including staff, prospective staff and former/retired staff.
- Provide reception support to the HR Office including receiving visitors, deliveries, mail; creating a welcoming and professional first point of contact to HR.
- Contribute to the day to day operations include in person, telephone/teams enquiries, general correspondence, preparation of letters.
- Assist in the development of supporting documentation including standard operating procedures, processes and protocols for the HR Service Centre;
- Work with HR Pillar teams to resolve queries and issues;
- Distribute and coordinate the return of employee exit surveys, manage data related to surveys and support with the preparation of the annual report;
- Use the Human Resources Information System (HR Core) to respond to queries in the HR Service Centre;
- Communication with the wider community provide general advice, guidance and information;
- Dealing with queries received in a timely, efficient, accurate and professional manner;
- Prepare letters using templates and assist with the completion of standard forms;
- Prepare, compile and circulate data and reports.
- Assist and prepare standard reports for circulation on a weekly, monthly and annual basis for the HR Partnering Pillar.

Communications, Marketing and Branding for the HR Service Centre

- Support web editing and updates for HR Office; taking guidance from the University regarding the website;
- Input content and updates into social media channel based on inputs from HR Service Centre Supervisor and from Pillar teams; amplify key messages, initiatives and programmes to the MU community;
- Use HR Service Centre digital assets in alignment with MU branding standards.

Technology and Transformation support for the HR Service Centre

- Assist in implementation and the day-to-day operation of a ticketing system within the HR Service centre;
- With HR Service Centre Supervisor, explore AI and provide insights into how the HR Service Centre can evolve over time .

General Team Support

- Contribute as a colleague and team member to the HR Partnering Pillar and to the wider HR Office;
- Ensure work is in compliance with General Data Protection Regulations in consultation with the Data Protection Office as required;
- Undertaking other responsibilities and duties, commensurate with the grade of the role, which may be assigned by the HR Service Centre Supervisor or the Head of HR Partnering;
- The responsibilities may evolve over time, in line with the needs of the HR Department and the wider university. A rotation of key areas of responsibilities along with stretch assignments, will form part of the normal practice.

The ideal candidate will have:



Essential

- A primary degree in human resources or related discipline or relevant workplace experience in lieu of a degree;
- Minimum one year relevant HR or administrative experience;
- Excellent organisational and administrative skills;
- Excellent interpersonal skills;
- Demonstrated experience in customer service;
- Excellent IT skills including HRIS system, MS Office 365 Suite; Docusign, and web content management;
- Proven ability to communicate in an effective and professional manner both verbally and in writing with keen attention to detail;
- Ability to work well, both independently and as a team member in a diverse environment with a wide range of stakeholders;
- Strong experience in managing multiple tasks with competing deadlines
- Experience dealing with the general public in a service delivery model
- Proactive approach to dealing with enquiries or ad hoc situations in a constructive and positive manner;

Desirable

- Competency in Irish (oral and/or written) to facilitate the provision of services would be advantageous;
- Demonstrated experience of designing, developing and delivering projects and/or services, management of projects/services, and evaluation of such projects/services
- Experience in contributing and editing content for social media channels and supporting content strategies;
- Experience in implementing systems, developing standards and protocols including HRIS systems;
- Demonstrated experience creating a welcoming environment for diverse stakeholders, clients or customers in a service delivery model.

Department of Human Resources

The primary focus of the Human Resources Office, as outlined in the [Strategic Plan](#), is to ensure we continue to be an excellent place to work, known for a collegial ethos which empowers all staff to contribute fully.

The Human Resources Department provides a broad range of services to the University in the areas of recruitment, management of employment contracts, employee relations, resource planning, staff wellbeing, learning and development, administration of personnel records, and the provision of human resources advice and support.

As a growing and developing department, this is an exciting time to join Human Resources. This role presents an opportunity to build on existing expertise in a collaborative and progressive working environment. As this post encompasses a range of Human Resources duties, the successful candidate will have opportunities to contribute, develop and gain valuable experience.

See more information on our website <https://www.maynoothuniversity.ie/human-resources>

The University



Maynooth University is a very distinctive university, a collegial institution focused on science and engineering, humanities, and social sciences, and equally committed to research, teaching and community engagement. Located in Ireland's only university town, its distinctive features and character owe much to its unique history and heritage. It provides a high-quality educational experience to over 15,000 students on a campus with 18th century roots and 21st century dynamism.

The strategic trajectory and accomplishments of Maynooth University, in the 25 years since its establishment as an autonomous public university, are exceptional, and a source of great pride to the university community, staff, students and alumni. Maynooth University in 2024 ranked in the top 90 global Times Higher Education (THE) Young University rankings, placing 86th in the world. Maynooth University's growing global reputation is based on the originality, quality, importance and impact of its research and scholarship, commitment to teaching and learning, the quality of academic programmes, and its leadership in widening participation in higher education. The sources of success are the dedication of its staff and the energy and engagement of its students.

Maynooth University is a place of lively contrasts – a modern institution, dynamic, rapidly-growing, research-led and engaged, yet grounded in historic academic strengths and scholarly traditions. With over 15,000 students Maynooth offers a range of programmes at undergraduate, postgraduate and doctoral level in the humanities, science and engineering and social sciences, including business, law and education. The University also offers a range of international programmes and partnerships.

Maynooth's unique collegial culture fosters an interdisciplinary approach to research, which its world-class academics bring to bear in tackling some of the most fundamental challenges facing society today. The University's research institutes and centres consolidate and deliver this impact as vibrant communities of learning, discovery and creation. Research at Maynooth also is very much central to its teaching and the University prides itself on placing equal value on its research and teaching missions.

Maynooth University's Values

Our values define who we are, what we believe in and how we act as a community. They underpin our future success and guide our expectations of ourselves and each other. Our values apply to everyone in the University community:

- Integrity
- Collegiality
- Responsibility
- Freedom of expression
- Ambition

Maynooth University Strategic Plan 2023 – 2028

The University's Strategic Plan 2023 - 2028 builds on our rich academic history and strong foundations to set out an ambitious and forward-looking path for the future of our University. This roadmap underscores our commitment to adapt to a changing world while staying true to our values.

Our vision is to be a university of excellence, opportunity and impact, having a significant stake in all three.

For more information about Maynooth University's future direction, please visit:

<https://strategy.maynoothuniversity.ie/>

Plean Straitéiseach Ollscoil Mhá Nuad 2023 - 2028



Tógann Plean Straitéiseach na hOllscoile 2023 - 2028 ar ár stair acadúil shaibhir agus ar ár mbunchlocha láidre chun conair uailmhianach agus cheannródaíoch a leagadh amach do thodhchaí ár nOllscoile. Soiléiríonn an treochlár seo ár dtiomantas do dhul i dtaithí ar dhomhan atá ag síorathrú agus ár ngníomhaíochtaí a chur in oiriúint dó, agus san am céanna a bheith dílis dár luachanna Ollscoile. Is í an fhís atá againn a bheith mar ollscoil feabhais, deiseanna agus tionchair, agus lámh láidir a bheith againn i ngach ceann de na trí ghné seo.

Léigh anseo le haghaidh breis eolais faoi thodhchaí Ollscoil Mhá Nuad:
<https://strategy.maynoothuniversity.ie/?lang=ga>

Selection and Appointment

- Only shortlisted candidates will be invited to attend for interview;
- Appointments will be approved by the President based on the report of the selection board;
- It is anticipated that interviews will be held in July.
- The appointment is expected to be effective from August/September.

Equality and Diversity

Maynooth University actively works to ensure equality, celebrate the diversity of our community, and promote inclusion. To learn more about our commitment to Equality and Diversity, please read the Maynooth University [Equality and Diversity Policy](#) / [Polasaí Comhionannais agus Éagsúlachta](#), our policy on the [Employment of People with Disabilities](#), and our [Gender Equality Action Plan 2023-2026](#). We aim to reflect the diversity of the community we serve and welcome applications from all individuals across our society.

Terms and Conditions

Tenure	This a full-time, permanent post.
Salary	Executive Assistant Salary Scale €31,713 – €47,950 p.a. (13 points) Appointments will be made in accordance with public sector pay provisions.
Hours of work	A 35-hour working week is in operation in respect of full-time positions (pro-rated for part-time positions). This can be reviewed or adjusted from time to time through national agreements.
Location	The place of work is the campus of Maynooth University, Maynooth, Co. Kildare.
Annual Leave	Annual leave and public holidays are provided for in the University policy: https://www.maynoothuniversity.ie/human-resources/policies/annual-leave-policy Annual leave will be allocated on a pro-rata basis for part-time and temporary positions.
University policies and schemes	Employees of the University will be subject to the terms of the University policies and schemes, available on the University website at: https://www.maynoothuniversity.ie/university-policies



	https://www.maynoothuniversity.ie/human-resources/policies
Pension	This is a pensionable post. Employees of the University will enter into a public sector pension scheme, and as such, applicants must ensure they are eligible to become a member of a public sector pension scheme for the duration of the appointment. Details of the public sector pension schemes are available at: https://www.maynoothuniversity.ie/human-resources/pension-information
Eligibility	<p>Applicants should note that eligibility is determined by the Department of Enterprise, Trade and Employment. Further information regarding eligibility is available at: https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits/employment-permit-eligibility/</p> <p>Non-EEA applicants are responsible for ensuring they can secure a visa to travel to Ireland. Any offer of employment is conditional on applicants securing the appropriate employment permissions.</p> <p>Former Irish Public Service employees - Certain Restrictions on Eligibility</p> <p>Eligibility of applicants formerly employed by an Irish Public Sector body, and who availed of an Irish Public Service Redundancy or Incentivised Retirement Scheme under the Schemes below, may be affected:</p> <ul style="list-style-type: none"> • Collective Agreement: Redundancy Payments to Public Servants • Incentivised Scheme for Early Retirement (ISER) • Department of Health and Children Circular (7/2010) • Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013) <p>Applicants should ensure that they are eligible to be re-engaged in the Irish Public Service under the terms of such Schemes. Applicants should address queries with their former Irish Public Sector employer.</p>
Garda vetting	Garda vetting or clearance may be required by the University.
Medical	The University may require a medical examination as a condition of employment.

Data Protection Law

Applications to the University will be treated in accordance with the University Data Protection Policies. For information on the University's Data Protection Policies and Privacy Notice, please see our website: <https://www.maynoothuniversity.ie/data-protection>

Application Procedure

Closing Date:

23:30hrs (local Irish time) on **Thursday the 19th of June 2025.**

Please note all applications must be made via our **Online Recruitment Portal** at the following link:



<https://www.maynoothuniversity.ie/human-resources/vacancies>

Applications must be submitted by the closing date and time specified above. Any applications which are still in progress at the closing time on the specified closing date will be cancelled automatically by the system.

Late applications will not be accepted.

Maynooth University is an equal opportunities employer

The position is subject to the Statutes of the University

