



# **Ollscoil Mhá Nuad Maynooth University**

## **Maynooth University Student Services Executive Assistant, Student Helpdesk (Permanent, part-time, term-time)**

### **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 Maynooth University Student Helpdesk is part of the university's commitment to provision of services to students. The Student Helpdesk is intended to be a central contact point for student queries, with the aim that the helpdesk will respond to routine queries and refer non-routine queries to the appropriate unit within the university. The Helpdesk team works with other units in the University to expand the range of queries that can be managed directly and on an end-to-end basis. The Helpdesk operates using digital channels alongside multiple on-campus helpdesks. In addition to the student-facing service, the Helpdesk is also responsible for and involved with many student focused initiatives.

We are seeking an Executive Assistant to join the team on the Student Helpdesk. In this front facing role, the successful candidate will manage student queries, support the Helpdesk team and wider Student Services team, and contribute to the planning and delivery of initiatives and projects as they arise. The Executive Assistant will manage student queries via telephone, email, live chat, and in person, while executing the day-to-day administrative functions of the Student Helpdesk. They will report to the Team Leader and work closely with the Senior Executive Assistant to understand workflow priorities.

Candidates should be passionate about working in a student facing role in a dynamic setting. The successful candidate must demonstrate confidentiality and discretion in all interactions with students and have experience of completing concurrent tasks, with an excellent attention to detail and accuracy in their output. As the Student Helpdesk Team is part of Student Services, within the Office for Students & Learning, the successful candidate should understand and have empathy with the mission, ethos, and overall approach of Student Services.

Applicants should note that it may not be possible to take significant amounts of annual leave at certain critical periods for this post.



## Principal Duties

The successful candidate will be required to carry out the day-to-day administrative functions of the Student Helpdesk. They will carry out a range of duties, including but not limited to the following:

- Manage and respond to student queries received by telephone, email, pubble (live chat), and in person;
- Liaise with Academic Departments and other Central Offices to assist students in finding answers to their queries;
- Website, Moodle (VLE) editing for the Student Helpdesk and preparation of information resources;
- Supporting the delivery of initiatives or projects as required;
- Delivering Student Helpdesk services while being mindful of alerting relevant staff of any concerns about individual students, where appropriate;
- Supporting the Senior Executive Assistant in the management of Student Helpdesk records, data collection and reporting from Helpdesk data;
- Attendance at and administration of meetings, such as Student Helpdesk team meetings, monthly all Student Services meetings, or as required;
- Liaise as appropriate, with other members of the Students Services team, University staff, MSU, or personnel at other institutions to ensure delivery of a high-quality service;
- Participate in on-going training and development opportunities as required;
- To represent relevant Services as required (e.g., Open Days, up to 3 weekend days each year), Orientation events, etc);
- Create, prepare, and manage digital content and scheduling for social media and campaigns with relevant colleagues and/or the Director;
- Liaise with graphic design and other agencies as appropriate to create engaging print and web content to reach and interact with students;
- Undertaking other administrative and organisational tasks as may be required from time to time by the Administrative Officer, or Director.

### The ideal candidate will have:

#### Essential

- Have a minimum of two years' experience working in a similar fast-paced, ideally student facing role or customer facing role;
- Have the ability to always work with confidential material in a discreet manner;
- Have outstanding communication and interpersonal skills;
- Have the ability to liaise effectively with staff and students and understand referral pathways;
- Have the ability to identify the needs of the students presenting at the Student Helpdesk, sometimes presenting with complex challenges;
- Have excellent organisational skills and be capable of taking initiative and seeking out opportunities to enhance the student experience and operations of the Student Helpdesk;
- Be equally adept at dealing with periods of pressure and using less busy times to identify and undertake self-directed work;
- Have excellent IT skills, e.g., MS Word, MS Excel, email, web maintenance, social media, content creation and editing;
- Be able to use new information systems effectively;
- Demonstrate excellent organisational skills;
- Have an ability to multitask, and commitment to working as part of a team.

#### Desirable

- Previous experience working in a HEI student facing role.
- Previous experience working in a Helpdesk or support role.



## Student Services

Maynooth University Student Services comprises several services whose aim is to provide committed and dedicated on-campus services, designed to support and assist students throughout their time at university. The services are focused on **Student Support Division** (Student Advisory (including, Budgeting, Pastoral Care and Student Advisor), Maynooth Studentpad, Student Support and Student Support Hub), **Healthy Campus, Student Health Service, Counselling, Student Helpdesk**, and **Crèche**. Student Services is part of the Office for Students and Learning.

"Student Services is an integral part of the University community, enabling the promotion and development of its educational mission. Using a holistic approach, we offer a range of clearly defined services to support and empower students to achieve their personal and academic potential and so enhance their life's journey. We strive to create a community which is open and caring and where diversity is expected and respected" (Mission Statement).

## 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 18<sup>th</sup> century roots and 21<sup>st</sup> 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>

Our Strategic Plan sets out an ambition to be an excellent place to learn and work, and an inclusive community where students and staff can flourish and make a distinctive contribution to the national system of higher education and the public good. Achieving this requires staff to have a strong sense of connection to the University and support from colleagues. We recognise that our people are our greatest resource and actively seeks to attract, develop, and retain a talented workforce by creating a positive and welcoming University environment. As well as offering a competitive salary, access to a public sector pension scheme, and annual leave allowance, the University also provides other facilities and benefits including, but not limited to:

- Family-friendly leave schemes
- Tax Saver travel scheme and Cycle to Work scheme
- On-campus crèche
- On-campus restaurants and coffee shops
- Employee Assistance Programme
- Health and Well-Being programmes
- Education support opportunities
- Continuous Professional Development opportunities, including leadership programmes, mentoring, Aurora programme.
- Study and Exam leave
- Sports facilities and gym

To learn more about being part of the Maynooth University team, please visit our website at <https://www.maynoothuniversity.ie/human-resources/come-work-with-us>

## 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 during **late October 2025**;
- The appointment is expected to be effective from **November 2025**.



## 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

<b>Tenure</b>	This is a permanent, part-time (80% basis weekly), term-time post.  Term-time runs from mid-August to mid-June annually.
<b>Salary</b>	Executive Assistant (2025): €32,030 – €48,430 p.a. (13 points)  Above salary scale reflects a full-time post (pro-rated for part-time positions).  Appointments will be made in accordance with public sector pay provisions.
<b>Hours of work</b>	A 28-hour working week is in operation in respect of this position.  This can be reviewed or adjusted from time to time through national agreements.
<b>Location</b>	The place of work is the campus of Maynooth University, Maynooth, Co. Kildare.
<b>Annual Leave</b>	Annual leave and public holidays are provided for in the University policy: <a href="https://www.maynoothuniversity.ie/human-resources/policies/annual-leave-policy">https://www.maynoothuniversity.ie/human-resources/policies/annual-leave-policy</a>  Annual leave will be allocated on a pro-rata basis for part-time and temporary positions.
<b>University policies and schemes</b>	Employees of the University will be subject to the terms of the University policies and schemes, available on the University website at:  <a href="https://www.maynoothuniversity.ie/university-policies">https://www.maynoothuniversity.ie/university-policies</a>  <a href="https://www.maynoothuniversity.ie/human-resources/policies">https://www.maynoothuniversity.ie/human-resources/policies</a>
<b>Pension</b>	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: <a href="https://www.maynoothuniversity.ie/human-resources/pension-information">https://www.maynoothuniversity.ie/human-resources/pension-information</a>
<b>Eligibility</b>	Applications from non-EEA citizens are welcomed. Applicants should note that eligibility is determined by the Department of Enterprise, Trade and Employment. Further information regarding eligibility is available at: <a href="https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits/employment-permit-eligibility/">https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits/employment-permit-eligibility/</a>



	<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><b>Former Irish Public Service employees - Certain Restrictions on Eligibility</b></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"> <li>• Collective Agreement: Redundancy Payments to Public Servants</li> <li>• Incentivised Scheme for Early Retirement (ISER)</li> <li>• Department of Health and Children Circular (7/2010)</li> <li>• Department of Environment, Community &amp; Local Government (Circular Letter LG(P) 06/2013)</li> </ul> <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>
<b>Garda vetting</b>	Garda vetting or clearance may be required by the University.
<b>Medical</b>	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 02<sup>nd</sup> October 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**

