Learning & Organisational Development Assistant (Professional 3)

Human Resources Department

Fixed Term Two Year Contract

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

The Human Resources Department (HR)
HR provides a comprehensive human resources service to approximately 3,400 staff based in the Faculties, Departments, Research Centres and Campus Companies of the University. It is responsible for managing the employee life cycle from the initial application and appointments process to the end of their employment with the University while also providing support to its retired community of c. 460. Also, HR plays an important role in the governance, management committees and project groups of the University.

The HR Mission for the University and its staff is to be an employer of choice that builds a staff community where each of its members can flourish and thrive in a work environment that is

stimulating, rewarding and respectful, with each having the opportunity to achieve their full potential and successfully contribute to the University's goals.

Role Profile

Individuals are invited from suitably qualified candidates for the position of Learning & Organisational Development (L&OD) Assistant. The successful individual will report to the Head of Learning and Organisational Development, Human Resources Department. The role holder will have experience and expertise in service delivery within a large organisation. The role will assist supplier management including the sourcing, invoicing and payment of all external suppliers. The successful individual will proactively manage administration for the Learning & Organisational Development office regarding all events, programmes and workshops as directed by the Head of Learning & Organisational Development.

Additionally, the role will support all information management and managing the relevant data that could lead to improvements in how the team operate and ultimately how colleagues develop across the university.

Key Responsibilities

The Learning and Organisational Development Assistant will be responsible for the assistance and administration of Learning & Organisational Development initiatives and programmes and their key duties will include:

- Coordinating logistics for face to face and virtual events to ensure the seamless delivery of courses, workshops and events for DCU colleagues. This will include room bookings, room set up and assisting virtual events on platforms such as zoom.

- Working with suppliers and DCU Finance to ensure the payment of suppliers, including the raising of Purchase Orders and processing of invoices for payment.

- Create communications content to assist the work of the team using email, social media platforms and other relevant communication channels.

- Content management of the DCU HR Learning & Org Development website, to include redesign work and making sure content is relevant and up to date.

- Manage L&OD queries (email, phone, social media etc), taking responsibility to resolve the majority of queries at first point of contact, seeking guidance for any other queries to the Head of Learning & Org Development or Deputy, ultimately to bring them to resolution.

- Manage all relevant courses and workshops on the Core HR system. Process and manage attendance requests and line manager sign-offs on the system. Working closely with the L&OD team to make sure the system is up to date and all relevant data captured.

- Produce data and reports to assist decision making and overall communication of Learning & Org Development participation in the University.

- Communication, administration and management of all queries regarding the Staff Travel Pass scheme, Fee Waiver Scheme and External Fees Scheme.

- Undertake duties of a general nature or additional tasks that may be required by the Head of Learning & Organisational Development or nominee.

Qualifications

- NFQ Level 5 Qualification (or 5 years experience at Professional 2 level for internal applicants)

Knowledge and Experience

- At least 2 years relevant experience.
- Strong partnership and teamwork skills to coordinate and deliver a world class Learning & Organisational Development service.
- Excellent written communication skills that can be applied to all communication channels (email, social media, course advertisements, website).
- Strong IT skills with some experience in technologies including: MS Office, Google Apps, Zoom, Mailchimp.
- Experience in an administrative and supporting capacity including event management and administration.
- Skills in managing, capturing and reporting data.
- Experience in managing social media (particularly Twitter and LinkedIn), would be beneficial.

Mandatory Training

Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.