



**Communications and E-Learning Project Officer  
Access Service - Student Support & Development  
Administrative Assistant  
Fixed Term Contract up to Three Year Contract**

**The University**

Student Support & Development (SS&D) provides professional, academic and personal support and development opportunities to students in DCU and is a busy and diverse Unit which includes the Student Advice Centre, the Careers Office, Disability & Learning Support Service, Counselling & Personal Development, the INTRA work placement Office, Student Learning, the Student Health Centre, the Access Service and Chaplaincy. Further information on SS&D can be found at <http://www.dcu.ie/students/index.shtml>.

DCU Access Service is currently seeking a Communications and E-Learning Project Officer. The Communications and E-Learning Project Officer will be responsible for the design, coordination and delivery of Outreach Initiatives via digital media to Schools and Community Groups as part of the University Outreach and Engagement Strategy. The post holder will also coordinate on behalf of the Access Service, its communications online and enhance the visibility of DCU Access via digital media. The post holder will be responsible for building and maintaining a number of key relationships with Schools, Community Groups, Voluntary Organisations, DCU Staff and Access Funders.

The Communications and E-Learning Project Officer will report to the Head of Service (or his/her nominee). The role will liaise closely with the Access team, with Access students, Student Support and Development Staff, and Heads of DCU School and Units. This will include coordination of all e-learning activities, liaison with relevant stakeholders, event management, production and dissemination of related publications and responsibility for social media and on-line presence. The projects for which the post holder will be responsible are multifaceted in nature and will evolve over time. The role involves the ability to deal effectively with a wide variety of user and interest groups from staff, students (particularly non-traditional students), teachers and staff of voluntary and community organisations and corporate sponsors.

**Principal Duties and Responsibilities of the role include:**

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

**E-Learning & Teaching**

- Design and delivery of multi-media curriculum and online platforms for the provision of Access supports and initiatives to Schools and Communities, including provision of CPD to teachers and education based community and voluntary employees.
- Conduct on-going research and evaluation into the effectiveness of digital projects delivered as part of the DCU Access outreach strategy.
- Work in partnership with the DCU Access team to enhance participation, access and progression to DCU and to third Level education of non-traditional student groups through DCU's extensive Outreach Programme.
- Liaise with corporate, voluntary, government and community partners to advance and further develop relevant digital projects, including the DCU TY Programme on behalf of the DCU Access Service.

**Communications & Event Management**

- Provide professional and comprehensive administrative support in a number of specified areas including coordination of activities on externally and internally funded key digital learning projects.
- Co-ordinate the content, layout and design of Access Project Publications, on-line materials and Reports.
- Responsibility for continued development of social and digital media projects and platforms, to promote DCU's Outreach Initiatives and supports to teachers, students and other relevant stakeholders.
- Assist in the coordination and marketing of these projects and provide a coordinating role on event management of digital media related events for the Access Service.
- Coordinating function regarding event management of digital/creative media events/exhibitions hosted by the DCU Access Service.

**The successful applicant will**

- Liaise with members of staff and students on relevant Access projects and represent the Access Service at stakeholder meetings when required.
- Act as a representative on relevant committees, boards and working parties as assigned by the Head of Service.
- Have day-to-day management of project staff, including teaching assistants.

- Have an awareness of national developments that may impact on the work of the Access Service and students.
- Collaborate with colleagues of Student Support & Development in the development and provision of a high quality service to students.
- Identify training and development needs in order to stay up-to-date on topics that impact on socio-economically disadvantaged progressing, transitioning and thriving in third level.
- Undertake other duties and responsibilities which may be assigned by the Head of Service.

The successful candidate must have:

**Essential**

- A primary degree.
- A postgraduate qualification in e-learning or similar.
- S/he should have a proven track record in e-learning with a good understanding of the use of digital technologies in a classroom context.
- A car and a full driving license.

**Experience/Knowledge:**

- A good understanding of social media as both a learning tool and a promotional tool.
- Have at least three years' experience of delivering initiatives in a classroom or learning environment.
- Have an excellent understanding of creating content, design and producing on-line and hard copy publications, with a good working knowledge of engaging with social media.
- Experience of project and budgetary management with high-level communication, writing, financial, and administration skills.
- High levels of creativity, innovation, motivation, proactivity and flexibility.
- Knowledge of the Irish education system: educational disadvantage and widening participation in higher education and a practice underpinned by a commitment to diversity, inclusion and social justice.

**Skills/Abilities:**

- Have strong interpersonal skills, be well organised, be able to co-ordinate and progress the tasks associated with the post on their own initiative.

- S/he will possess an ability to work effectively as part of a wider team, and have excellent communication skills.
- Flexible approach to work: some evening, lunch and weekend work will be required.

**The competencies required for this post are:**

**1. Knowledge of the Organisation/Sector**

The ability to continuously learn and understand the structures, processes and relationships within DCU. Has awareness of the issues impacting the educational sector. Is capable of representing their area within DCU and knows when to relay back relevant information

**2. Building & Maintaining Relationships**

Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU

**3. Personal Effectiveness/Excellence**

Continuously strives to learn about how things are done, why they are done that way and how the role impacts on everything. Is effective in planning and managing their workload

**4. Problem solving and Decision-Making**

Is capable of analysing and interpreting information to identify key issues when solving problems. Knows when to consult with others to inform decision-making

This post is subject to Garda vetting.

**Salary scale: \*€35,321 - €52,791**

*Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Administrative Assistant salary scale, in line with current Government pay policy.*

**Closing Date: 11<sup>th</sup> April 2019**

**Informal Enquiries:**

Informal enquiries may be addressed to Cathy McLoughlin, Head of DCU Access. Student Support & Development, Dublin City University, Dublin 9 Ireland, [cathy.mcloughlin@dcu.ie](mailto:cathy.mcloughlin@dcu.ie) Tel: +353 01 700 8814

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

**Application procedure:**

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500 Email:

[hr.applications@dcu.ie](mailto:hr.applications@dcu.ie). **Along with the application form, please submit a CV and cover letter.**

**Please clearly state the role that you are applying for in your application and email subject line:**

**Job Reference #1195 Communications and E-Learning Project Officer, Student Support & Development.**

Applications should be submitted by e-mail to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, Dublin 9, Ireland, D09W6Y4.

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