



Dublin City University

Head of Strategic Intelligence and Operational Excellence Unit Administrator 1V (Up to 3 Years in Duration) Deputy President's Office

Introduction

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the world's young universities (QS Top 50 under 50). DCU is Ireland's fastest growing university, and now hosts more than 17,000 students across its three academic campuses in the Glasnevin-Drumcondra region.

DCU prepares its students well for success in life, and in the workplace, by providing a high quality, rounded education appropriate to the challenges and opportunities of the 21st century.

The Strategic Intelligence and Operational Excellence Unit:

In line with its Strategic Plan (2017-2022), DCU is establishing an Office for Strategic Intelligence and Operational Excellence.

Its mission will be to leverage the affordances of the Digital Campus, provide an evidence basis for strategic decision-making, and to optimise staff time through reduced bureaucracy. The unit will also place a particular emphasis on the student experience.

The Office for Strategic Intelligence and Operational Excellence will be the driver of fundamental change in culture and practices across the University. Located within the Office of the Deputy President, the unit will be small, agile and innovative. It will achieve its objectives by effectively working with key partners across the University to drive key improvements to service delivery.

Position of Head of Strategic Intelligence and Operational Excellence:

DCU is seeking a talented and energetic candidate for the role of Head of Strategic Intelligence and Operational Excellence. Reporting to the Deputy President, the successful candidate will be responsible

for establishing operations and mainstreaming the new unit. Specifically, the person will provide leadership, direction, insight and influence to:

- Leverage the Universities digital resources and infrastructure to provide strategic insight and drive better decision making and enhanced services across the University;
- Create and embed a culture of continuous improvement for all staff across all units of the University
- Deliver significant, measurable improvements to the quality of experience for staff and students;
- Deliver significant improvements to the way we work, delivering significant savings in time and resources;
- Engage partners across the University and drive programmes of change to deliver identified improvements;
- Design and implement processes, supports and project management structures to embed Strategic Intelligence and Operational Excellence as a key central support function for DCU.

Primary Responsibilities:

The Head of Strategic Intelligence and Operational Excellence will:

- Develop a Plan for Strategic Intelligence and Operational Excellence that addresses how both digital insights and process improvements will be achieved,
- Identify innovative projects through which the University's objectives in Strategic Intelligence and Operational Excellence will be achieved. Apply knowledge, leadership and influence to engage with academic and administrative units in relation to design and implement these projects;
- Establish systems, processes, project management structures and training required to successfully manage a pipeline of Strategic Intelligence and Operational Excellence projects;
- Identify the resources and expertise required to deliver key projects and make these available. Ideally deliver these in an agile way;
- Work with relevant units across DCU to implement programmes of change that lead to improvement in student experience, reduction in bureaucracy and related benefits;
- Work with relevant units to enable DCU's Digital Transformation and locate the University at the leading edge in leveraging the Digital Environment for strategic decision-making and improved service.

Qualifications and Requirements:

The successful candidate will have a Primary Degree and/or post-graduate degree (Master's Degree level or equivalent) in Business Analytics or a related area.

They will have substantial professional, leadership and management experience (circa 10-15 years) with at least 5 – 10 years in a senior leadership role in a specialised area. Leadership experience in the following areas is essential:

- Data Analytics
- Process Design and Engineering
- Change Management

The successful candidate will also demonstrate leadership experience in following areas:

- Driving change in a third level education environment;

- Leading the introduction and mainstreaming of innovative new methodologies and technologies within an organisation;
- Influencing and driving change through influence, networks and partnerships;
- Facilitation of problem solving and decision making in large, complex organisations;
- Introduction of tools and methodologies that enable Process Improvement;
- Leveraging analytics for performance improvement;
- Implementation of large, complex change programmes;
- Project and Programme Management;
- Presentation and communication at the most senior level of an organisation.

Remuneration

Salary Scale: €88,095 to €116,914 *

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

Closing Date: 18/09/2018

Application Procedure

To apply for this role, applications should include a CV and covering letter and be submitted with the application form to the Human Resources Department as outlined below.

Application forms are available from the DCU Current Vacancies (open Competitions) website at <https://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #975 Head of Strategic Intelligence and Operational Excellence Unit

Applications should be submitted by email to hr.applications@dcu.ie or by post to the Human Resources Department, Dublin City University, Dublin 9.

All applications must arrive on or before the closing date.

DCU is an Equal Opportunities Employer