



Student Support and Development
Student Learning Support Officer - Grade V
Permanent Position

Student Support and 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, Counselling & Personal Development, the INTRA work placement office, the Sports Development Office, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter Faith Centre. Further information on SS&D can be found at: <http://www.dcu.ie/students/index.shtml>.

SS&D is currently seeking a Grade V Student Learning Support Officer, who will provide learning support to the DCU student population across the DCU campuses. S/he will report directly to the Deputy Director of Student Support & Development.

The Student Learning Support Officer will coordinate and develop a strong academic support framework for all students of the institution at undergraduate and postgraduate level, in collaboration with colleagues working in this field. The successful candidate will be required to provide, in particular, specific learning support to students registered with the Disability & Learning Support Service, Access students, Mature students and students availing of the Counselling & Personal Development service. The post holder will be required to meet deadlines, work as part of a team and deal with a diverse and sensitive range of inquiries and at times work under pressure.

Duties and Responsibilities:

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

- Design, deliver and co-ordinate workshop programmes across all disciplines on key academic support issues i.e. transition to university, study and research skills, note-taking, learning technologies, academic writing, critical thinking skills, exam and revision techniques, etc. This includes design and delivery of the transition to university module, the Mature Student Writing Week and the delivery of sessions integrated into academic modules, in partnership with academic staff.
- Deliver specialised one-to-one support for students with Disabilities, Access Students, Mature Students and students availing of the Counselling & Personal Development Service. Includes interpretation of psycho-educational assessments to formulate individual support plans, and advice to students with suspected but undiagnosed specific learning difficulties on how to manage their studies.

- Coordinate the DCU Writing Centre and manage the Centre's postgraduate tutors.
- Manage and develop a range of online study skill resources and work with academics to integrate these into module deliveries.
- Assist in the preparation of awareness and publicity material relating to academic supports (including posters, flyers, email communications and social media).
- Undertake project management, including audit and service evaluation with colleagues within the service to enhance and develop it.
- Contribute as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives.
- Any other duty which may be assigned by the Deputy Director and/or Director of Student Support & Development from time to time.

Experience and Qualifications:

Candidates must hold a primary degree preferable in Education or a related area; plus a minimum of three years relevance experience working with student in a third level environment and/or in a related education setting. The successful candidate must also have:

- Comprehensive knowledge of Assistive Technology devices.
- Awareness and understanding of new resources, practices and issues in the higher education sector.
- Proven ability to initiate and successfully carry out project work.
- Strong organisational skills.
- Excellent interpersonal skills, including communication and ability to deliver workshops and work with high needs students facing complex issues on a one-to-one basis.
- Excellent IT Skills; experience using Microsoft Office
- Flexibility and ability to react to developing trends and needs in the student population.
- Excellent academic writing / presentation skills.

Salary Scales:

Snr. Admin Assistant salary scale: €46,452 - €55,974

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

Closing date: 4th August 2017

Informal Enquiries:

Informal enquiries may be addressed to Ms. Annabella Stover, Deputy Director of Student Support and Development, Annabella.stover@dcu.ie. 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://www.dcu.ie/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 583A Learning Support Officer Grade V.

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: Insert hr.applications@dcu.ie

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