



DCU Quality Promotion Office (QPO)

Institutional Research and Analysis Officer (Grade 5.2)

General Information

Dublin City University is a dynamic and innovative 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 education and research has led to DCU's consistent ranking among the world's leading young universities. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing university and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus).

DCU Quality Promotion Office (QPO)

The DCU Quality Promotion Office (QPO) has been established to promote, support, and facilitate quality improvement activities across academic and administrative units throughout the University. The Unit coordinates and supports the University internal quality review process, providing assistance and advice to Heads of Schools, Deans of Faculties and Directors of Units, as well as providing analysis and information to support an evidence-informed approach to reflection, evaluation and planning as part of the review process.

In addition, the Unit is responsible for supporting decision-making by University leadership and key University committees through ongoing analysis, as part of the university's approach to performance monitoring and evidence-informed decision-making, quality enhancement and strategic planning. The Unit is also responsible for managing the University's approach to participation in university rankings.

Overview of the Role

The post holder will report to the Director of Quality Promotion and Institutional Research and will be a key member of a small and vibrant team within the University. The post-holder will work closely with the University's leadership team, and have regular briefings with the President, Deputy-President, and other members of the university's senior management team. In addition, the successful candidate will work in close collaboration with the university's Executive Deans, Associate-Deans, Faculties and Schools and key external stakeholders.

Duties and responsibilities

The duties and responsibilities attaching to the post include but are not restricted to the following:

- Responsibility for the development and delivery of a wide range of performance focused, high quality reporting and analysis to relevant internal and external stakeholders including Senior Management, Executive, Deans and Heads of Schools/units
- Responsible for the delivery of statutory report and data returns on behalf of the institution to the HEA, Department of Education and Science and other government agencies.
- Leading the development of management reporting solutions, including the development of reports using data-visualisation tools (e.g. Tableau, Microsoft BI)
- Delivery of reporting on a range of strategically focused key performance indicators for the university, and working closely with other to development electronic dashboards to support performance measurement

- Development of management reporting and tailored analysis and business intelligences to support key institutional processes, including quality reviews, strategic planning, benchmarking and other performance reporting.
- Working closely with external agencies and stakeholders (IUA, HEA and others) to contribute to higher education analysis and intelligence
- Providing advice and support for the implementation of various feedback mechanisms for the university including staff and student surveys, and data analysis of both quantitative and qualitative data, in addition to modelling outcomes where necessary
- Management of DCU's response university ranking submissions, including the analysis and ongoing critical assessment of DCU's results.
- Keeping abreast of, and contributing to sectoral best-practice in relation to approaches to institutional research and higher education

Qualifications, experience and skills required

- A primary degree or equivalent and ideally a postgraduate qualification, which would include a focus on data analysis, strategic planning, econometrics, market research, business planning, research methods, data analytics, data mining, management information.
- At least 5 years' experience working with large data sets, and an ability to select, adapt, and apply appropriate quantitative and qualitative research design and statistical tools to provide meaning analysis and reporting on results.
- A strong track-record in the gathering, analysis and communication of key information from large and complex sources of data.
- The candidate will have a good understanding of the development and reporting of key performance indicators and performance focused benchmarking.
- Significant experience in survey design, fieldwork and analysis, and the ability to decipher key trends within data in a fast moving and complex environment.
- A skilled communicator, with a capacity to present complex ideas and research findings clearly and concisely in oral and written form to a variety of audiences, including university senior leadership
- Ability to work accurately and independently while meeting schedules and time lines
- Project management skills in developing cross-institutional approaches to data collection, reporting and analysis
- A capacity to critically evaluate and select best approaches to development and delivery of analysis, based on institutional need
- A high level of competence in desk-top based analysis and presentation tools, which may include Excel, Word, PowerPoint, SPSS, Stata, Tableau, Microsoft Power BI etc.

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

Salary scale: €49,316 – 66,690

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

Closing date: 4 October 2019

Informal enquires: Informal enquiries should be directed to **Aisling McKenna** - Director, Quality Promotion and Institutional Research, DCU: aisling.mckenna@dcu.ie.

Application Procedure

To apply for this role, 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: **#RF1274**
Institutional Research and Analysis Officer

Applications should be submitted by email to hr.applications@dcu.ie 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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