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 Careers Office, Student Learning, the Student Health Centre, the Disability & Learning Support Office, the Access Office and DCU Chaplaincy. 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 Officer on a three year fixed term basis. The Student Learning Officer will be responsible for providing services and resources to all undergraduate and postgraduate students across the multi-campus environment and online, to develop their academic potential and complete their studies successfully. They will report directly to the Deputy Director of Student Support & Development.

As part of the Student Learning team, the Student Learning 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. The successful candidate will be required to provide, in particular, specific academic skills development support to students registered with the Disability & Learning Support Service, Access students, Mature students, students availing of the Counselling & Personal Development service and ‘at risk’ students. 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 and coordinate online learning resources (videos, graphics, templates) available on the unit’s website to undergraduate and postgraduate students on topics such as academic writing, critical thinking and general study skills.

- Design and coordinate the university’s Discover DCU online orientation and study skills courses for all incoming students available on the university’s Virtual Learning Environment. This will involve liaising with colleagues across campus (Academic Faculties, Library, Registry, Teaching Enhancement Unit and others) to deliver key orientation and study skills messages in multi-media (video, text, audio and graphic) formats.

- 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 of a Mature Student Writing Week for incoming first year mature students and the delivery of sessions integrated into academic modules, in partnership with academic staff.
• Coordinate the DCU Writing Centre across multiple campuses and online. This includes recruiting, training and supervising the Centre’s postgraduate tutors, coordinating tutors’ work shifts and coordinating monthly payments. It also includes managing the Centre’s online booking system and maintaining the Centre’s online information resources.

• 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.

• 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 service evaluation and audit on a yearly basis to develop and enhance service delivery. Contribute to the unit’s annual report and budget reconciliation.

• Contribute as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives.

• Represent the unit across various committee and professional bodies internally and externally.

• 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 and postgraduate qualification (Masters or Doctorate) preferably in Education, Psychology or a related area, plus a minimum of three years relevant experience working with student in a third level environment and/or in a related education setting. The successful candidate must also have:

• Comprehensive understanding and knowledge of disability conditions (e.g. autism, specific learning difficulties, physical and sensory disabilities, significant ongoing illnesses and mental health difficulties amongst other areas) and their impact on learning at university.

• Proven high quality academic writing skills.

• Excellent online learning resource development skills.

• Excellent interpersonal skills, including communication and ability to work with high needs students facing complex issues on a one-to-one basis.

• Excellent presentation and facilitation skills for face to face and online sessions.

• Awareness of and ideally certified training in basic mental health first aid and suicide prevention (e.g. HSE Safetalk and Asist suicide prevention programmes).

• Proven ability to initiate and successfully carry out project work.

• Awareness and understanding of new resources, practices and issues in the higher education sector.

• Strong organisational skills.
● Excellent IT Skills; experience using Microsoft Office, the Google Learning Suite, Virtual Learning Environments and website editing software.

● Flexibility and ability to react to developing trends and needs in the student population.

Salary Scales:

Snr. Admin Assistant salary scale: €47,386 - €57,099*

*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: 17th July 2019

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 at https://www.dcu.ie/hr/vacancies/current.shtml from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149 Fax: +353 (0)1 700 5500

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #ST1235A 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: hr.applications@dcu.ie

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