Student Support and Development
Student Learning Officer - Grade V
3 Year Fixed Term Contract

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 students in a Higher Education environment. The successful candidate must also have:

- 3 years’ relevant work experience working with individuals on a one-to-one basis to enhance performance, confidence and learning outcomes
- 3 years’ work experience in a teaching or facilitation or training and development role
- Demonstrable high quality academic writing skills
- Working knowledge of the challenges facing diverse learners (e.g. mature students, students with disabilities or mental health conditions and students from socio-economically disadvantaged backgrounds) at university
- Experience developing online learning resources
- Certified training in basic mental health first aid and suicide prevention e.g. HSE Safetalk and Asist suicide prevention programmes (Desirable)

Skills and competencies

- Excellent interpersonal skills, including communication and ability to work with high needs students facing complex issues on a one-to-one basis
- A knowledge of evidence-informed interventions in student support at university in line with international best practice
- Excellent presentation and facilitation skills for face-to-face and online sessions
- Excellent time management, organisation and project management skills
- Awareness and understanding of new resources, practices and issues in the Higher Education sector
- Excellent IT Skills e.g. Microsoft Office, the Google Learning Suite, Virtual Learning Environments and website editing software
**Mandatory Training:** From time to time the postholder will be required to undertake relevant mandatory training to ensure compliance with relevant policies and legislation.

**Salary Scales:**
Snr. Admin Assistant salary scale: €48,125 – €58,098
*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:** 11 November 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 from the DCU Current Vacancies (Open Competitions) website at [http://www4.dcu.ie/hr/vacancies/current.shtml](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.

Along with the application form, please submit a brief CV and cover letter. **Please clearly state the role that you are applying for in your application and email subject line:** Job Reference #ST1235B Student Learning Officer

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

**Dublin City University is an equal opportunities employer and holds an Athena SWAN bronze award. Information on a range of university policies aimed at creating a supportive and flexible work environment is available at [http://www4.dcu.ie/policies/policy-starter-packs.shtml](http://www4.dcu.ie/policies/policy-starter-packs.shtml). The University and the School are committed to promoting gender equality.**