Applications are invited from suitably qualified candidates for the following position:

**Training Manager**

**Student Information System Programme**

**3 Year Fixed Term contract**

**Administrator I**

DCU is a rapidly growing University and is now looking to transform the way in which its staff and students interact with each other, using student information to align to our values and achieve excellence in service, ensuring the future needs of DCU can be met.

This transformation will be enabled by effective and efficient business processes supported by a fully integrated Student Information System (SIS) which will support our objectives to create and sustain a globally engaged university.

The Student Information Systems (SIS) Programme will consolidate and modernise multiple legacy student information systems into one, integrated software solution. The new SIS includes all crucial student information: admissions, finance, registration, enrolment, course management, advising, billing and payment, records, and more. Students will be able to access all of their key information through a single point-of-entry, providing a more agile and personalised experience.

To deliver on the transformational changes the SIS programme has been mobilised by the Office of the Vice President of Academic Affairs. This is a multi-year/multi-phase programme of work that underpins key elements of the DCU Strategy.

The programme consists of Delivery Streams relating to business design and configuration, technology & integration, reporting, data, and change management.

A Project Management Office (PMO) has been established to co-ordinate and lead delivery, financial, resource and risk management working closely with the SIS Programme Delivery Streams and the solution provider(s).

**Role Profile**

The programme requires a Training Manager to lead the training delivery stream as part of the SIS Programme. This role will report to the SIS Programme Director.

**Duties and Responsibilities:**
• Conducts a training needs analysis across the University to provide an understanding of the training required across all functions and roles. This includes defining the skills, knowledge and experience required to enable staff to carry out new ways of working, along with determining the most appropriate delivery channels and overall effort required.

• Develops the training strategy and approach for the SIS Programme, based on industry best practice and using a blended approach to delivery, which should include classroom training, self-managed e-learning, simulations, webex, training manuals, Q&A hubs, 1:1 coaching (and any other channels deemed appropriate).

• Develops bespoke, localised, training plans for each of the functions impacted by the SIS Programme (working closely with the Change Management and Communications Delivery Stream to understand the high-level needs of the users).

• Works collaboratively with the wider SIS Programme team and external vendors during the design and delivery of the training.

• Leads the design, development, delivery and evaluation of both soft skills and technical training material for all DCU audiences (including super user and end user training).

• Leads the design and delivery of train the trainer sessions across the change networks/working groups.

• Establishes post go live support for users of the system.

• Defines the training effectiveness measurement approach and key training performance indicators and monitors throughout the course of the SIS Programme (implementing changes based on ongoing feedback and evaluation).

• Manages any training-related risks, issues and dependencies and managing escalations appropriately.

• Responsible for the recruitment and day-to-day line management and professional development of relevant staff associated with the training delivery stream.

Qualifications and Experience

This position is open to candidates who meet the following criteria:

• Educated to degree level, with a relevant professional qualification.

• The equivalent of 5 years’ technical training experience in the delivery of end-to-end training programmes for large-scale technology transformations, to a wide range of users.

• A professional qualification from the Chartered Institute of Personnel Development (or equivalent) is an advantage.

• Knowledge and experience of the Higher Education Sector (nationally and/or internationally) is not essential but is desirable.

• Experience of at least two full training lifecycles, from defining the training strategy and performing the training needs analysis, through to the management of the delivery plans and evaluation of the training.

• Ability to operate in an environment with tight deadlines, finite resource and uncertainty.

• Ability to work effectively and collaboratively across a number of different teams and locations.

• Solid understanding of training and development processes, including trends in people development and related digital learning tools (including authoring tools).
• Excellent planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload.
• Excellent interpersonal skills - takes a consultative approach and is able to build relationships at all levels, up to and including Senior Management level.
• Strong influencing and negotiating skills.

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

Salary Scale: €52,902 - €75,120

Closing date: Friday the 31st January 2020

Informal Enquiries in relation to this role should be directed to:
Philip Browne, SIS Programme Director
Phone + 353 (0)1 700 8494 Email: philbrowne@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.

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, Dublin 9, D09W6Y4.

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #ST1311 Training Manager, SIS Programme

Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment are available at www4.dcu.ie/policies/policy-starter-packs.shtml.