



JOB DESCRIPTION

Central Projects Officer Professional 4 (P4) Student Support & Development Four Year Fixed Term

Dublin City University

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

Student Support and Development (SS&D) provides personal and professional development and support to students at DCU and is a busy and diverse Unit which includes the Access Office, the

Careers Service, Chaplaincy, Counselling & Personal Development, Disability & Learning Support, Financial Assistance, Student Advice Centre, Student Learning, and the Student Health Centre. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students/index.shtml>.

Role Profile

The Director's Office within SS&D oversees strategic projects to develop and enhance the quality of the student experience across the student lifecycle and manages the day-to-day operations/compliance. This post will support the delivery of new and existing significant university-wide and SS&D-led strategic projects. The successful individual will also contribute to the development, enhancement and maintenance of core 'digital supports' on our virtual learning environment and web.

Duties and Responsibilities

The post-holder will have a variety of responsibilities including:

- Working closely with the Acting Director in the coordination of central activities, projects and planning for the unit.
- Providing administrative assistance for the implementation of central projects related to the Student Experience strategy including, but not limited to, Healthy Campus, Jed Campus, national frameworks and their related projects, Health, Wellbeing and Life Skills programming for students.
- Working closely with the Acting Director, review and assist with the implementation of digital learning enhancements to the existing support and development offerings (e.g. My DCU/Discover transitions programme, Engage Award, DEVELOP hub etc.) and development of new content as the need arises.
- Reporting on impact and engagement, gathering feedback on the UX/content from students.
- Act as a query escalation point for students using these platforms.
- Developing social media assets to raise awareness of resources and activities.
- Updating relevant information on the University website using Drupal.
- Communication with staff and students and liaising closely with colleagues across the university.
- Contributing as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives.
- Providing assistance to SS&D with central yearlong activities.
- Any other duty assigned by the Deputy Director and/or Director of Student Support & Development from time to time.

Qualifications and Experience

Essential Criteria

Candidates must possess:

- A minimum of 3 years' experience relevant experience in the higher education sector.
- Primary degree or equivalent (in a digital, information technology, education, or communications/social media area).
- Demonstrable high quality digital skills (such as experience with working with multimedia packages including video and audio).

- Experience coordinating multiple projects and experience using project management software.
- Experience in working successfully with a range of stakeholders.
- Experience with an array of social media platforms.
- Excellent IT, organisation and time management skills.
- Evidence of excellent communication skills (oral and written) and presentation skills.
- A high degree of flexibility.

Desirable Criteria

- A project management qualification.
- Experience designing educational assets in Moodle and H5P.

Essential Training

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