JOB DESCRIPTION
Training Lead
Student Information Systems (SIS) programme
Office of Vice-President Academic Affairs (Registrar)
Up to 2 Year Fixed Term Contract
Professional 5A (P5A)

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

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2017-2022, DCU is currently in the process of implementing a cloud-based Student Information System (SIS) to assist our objectives as a globally engaged university. The SIS Program has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The SIS programme has been mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

Role Profile

A Project Management Office (PMO) has been established to co-ordinate and lead delivery, financial, resource, and risk management, working closely with the SIS Program Delivery Streams and the solution provider(s). The programme requires a Training Lead who will be responsible for leading the training delivery stream. This role will report to the SIS Programme Director.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Leads the design, development, delivery and evaluation of training for all DCU audiences (including super user and end user training).
- 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, sustainable approach to delivery, which should include in-person and remote classroom training, self-managed e-learning, simulations, webex, training manuals, Q&A hubs, 1:1 coaching (and other channels deemed appropriate).
- Develops bespoke, targeted, training plans for each of the functions impacted by the SIS Programme.
- Works collaboratively with the wider SIS Programme team, other DCU stakeholders and external vendors during the design and delivery of the training.
- Establishes post go live support for users of the system.
- Defines the training evaluation 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 manages escalations appropriately.
- Accountable for the recruitment and day to day line management and professional development of relevant staff associated with the training delivery stream.

Qualifications and Experience

The successful candidate will have:

- Primary degree or equivalent (NFQ level 7) with a relevant professional qualification (or equivalent evidence of experience)
- A professional qualification in Education or training is an advantage.
- Equivalent of 5 years' training experience in the delivery of end-to-end training programmes for large scale technology transformations to a wide range of users
- Experience of a full training lifecycle - defining the training strategy, performing training needs analysis, planning and delivering training and evaluation of the training.
- Experience in managing formal, informal and blended digital learning using digital methods such as virtual instructor led training, videos, seminars, websites and other e-learning tools.
- Ability to work effectively and collaboratively with a number of different teams, vendors and across locations.
- Solid understanding of training and development processes, including trends in digital capability development, adult learning theory and facilitation methods
- Applied knowledge of Learning and Content Management systems, web conferencing/ webinar software, e-learning authoring tools
- Excellent planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload.
- Excellent communication skills - takes a consultative approach and is able to build relationships at all levels, up to and including Senior Management level.
- Excellent presentation and facilitation skills
- Strong influencing and negotiating skills.
- Knowledge and experience of the Higher Education Sector (nationally and/or internationally) is not essential but is desirable.