



JOB DESCRIPTION

**Senior Student Learning Officer /Service Manager
Professional 5A (P5A)
Student Support & Development
Permanent**

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>.

Student Learning (SS&D) and the DCU Writing Centre, is a dynamic and evolving team of professionals actively responding to the learning needs of DCU students at all levels. The aim of the unit is to facilitate the transition from passive to active learning, by teaching study skills, nurturing critical thinking, developing organisational and time management skills, and building student learning confidence through the holistic support of the student. Student Learning also supports students with complex needs and provides a significant level of one-to-one supports through referrals from academic staff, other SS&D services and to students who self-book for study skills or Writing Centre appointments. The service offers a flexible and blended model of delivery, across the DCU campuses and online. Student Learning is a highly collaborative team and works closely with DLSS, the Library, TEU, and academic and professional services staff on projects to support learning confidence and study skills development. The unit also creates and maintains a significant repository of digital study skills assets and contributes to campus-wide strategic projects.

Role Profile

SS&D is currently seeking a Professional 5A Senior Student Learning Officer/Service Manager on a permanent basis to manage and drive the strategic development of the service across the campuses and online. They will support students across all levels of the institution, in collaboration with colleagues. They will line-manage a small team of staff and will be responsible for the delivery of services and resources underpinned by a strong academic support framework. They will be required to maintain an active presence across the campuses to ensure the quality of the service provision.

The successful candidate will also be required to provide front line support to undergraduate and postgraduate students and in particular 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. They will report directly to the Deputy Director of Student Support & Development.

Duties and Responsibilities

Responsibilities include but are not limited to:

- Manage the service on a daily basis, maintaining a presence across the teaching campuses to ensure the smooth running of the service. Line management of the Student Learning Officer and Writing Centre postgraduate tutors. Coordinating workloads, shifts, raising contracts, approving monthly payments and conducting performance evaluations.
- Plan, organise and deliver skills development programmes and workshops, and actively report on engagement, feedback and impact.
- Perform a service evaluation and audit on a yearly basis, to enhance the services. Produce and report on impact through statistics and production of an annual report.
- Manage the budget associated with the unit and perform related reporting tasks.
- Contribute to conferences, presentations and research in the area of student support and transition.
- Design and coordinate online learning resources (videos, graphics, templates) on topics such as academic writing, critical thinking, time management and general study skills.

- Contribute to the university's Discover transitions 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, DCU Studio 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, time management, exam/assessment and revision techniques, etc.
- Deliver specialised one-to-one support for students with Disabilities, Access Students, Mature Students and students availing of the Counselling & Personal Development Service.
- Research tools to support the evolving needs of students.
- Managing the unit's use of CRM system, online booking system and maintaining the Centre's online repository of resources.
- Contribute as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives and represent the unit across various committee and professional bodies internally and externally.
- Any other duty assigned by the Deputy Director and/or Director of Student Support & Development from time to time.

Qualifications and Experience

Essential:

- A primary degree preferably in Education, Psychology or a related area.
- A minimum of three years' direct relevant experience working with students in a student support capacity in a Higher Education environment, focusing on developing and enhancing learning confidence and academic skills.

Applicants must also be able to demonstrate evidence of:

- Direct experience supporting challenges facing diverse learners (e.g. mature students, students with disabilities or mental health conditions and students from socio-economically disadvantaged backgrounds) at university.
- Demonstrable high quality academic writing skills.
- Experience developing online learning and digital resources in Moodle, and using H5P.
- Excellent IT, organisation and time management skills.
- Evidence of excellent communication skills (oral and written) and presentation skills.
- A high degree of flexibility.

Highly Desirable:

- Postgraduate qualification (Masters or Doctorate) preferably in Education, Psychology or a related area.

Desirable:

- Training in basic mental health first aid and suicide prevention e.g. HSE Safetalk and Asist suicide prevention programmes (highly desirable).
- Counselling or coaching experience.

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.