



Applications are invited from suitably qualified candidates for the following position

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

Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

Essential Criteria:

- 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.

Salary Scale:

Professional 5A (P5A) - € 51,313 - € 69,391

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: 29th July 22

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Ms. Annabella Stover, Acting Director of SS&D, Dublin City University.

Email: 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 website at <https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants>

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie

**Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #BC220617 Senior Student Learning Officer / Service Manager**

Dublin City University is an equal opportunities employer.

In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.

The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)