



## **JOB DESCRIPTION**

**Learning Skills Advisor (Student Learning Officer)  
Professional 5  
Student Support & Development  
Two Year Fixed Term Contract**

### **Dublin City University**

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

### **Overview of the department**

Student Support and Development (SS&D) provides professional, academic and personal support and development opportunities to students in DCU and is a busy and diverse Unit, which includes the Student Advice and Learning Skills Centre, Counselling & Personal Development, the Careers Office, Financial Assistance, the Student Health Centre, the Disability & Learning Support Office, the Access Office and DCU Chaplaincy. Further information on SS&D can be found at: <http://www.dcu.ie/students/index.shtml>.

### **Role Profile**

SS&D is currently seeking a P5 Learning Skills Advisor on a three-year fixed term basis. The Learning Skills Advisor will be responsible for providing services and resources to all undergraduate and postgraduate students across the multi-campus environment and online, to develop their academic potential and complete their studies successfully. They will report directly to the Deputy Director of Student Support & Development.

As part of the Student Advice and Learning Skills Centre, the Learning Skills Advisor will coordinate and develop a strong academic support framework for all students of the institution at undergraduate and postgraduate level, in collaboration with colleagues. The successful individual will be required to provide, in particular, specific 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 students who may be struggling with their academic writing. 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.

### **Duties and Responsibilities**

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

- Design and coordinate online learning resources (videos, graphics, templates) available on the unit's website to undergraduate and postgraduate students on topics such as academic writing, critical thinking and general study skills.
- Design and coordinate the university's Discover DCU online orientation and study skills 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 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, exam and revision techniques, etc. This includes a Mature Student Writing Week for incoming first year mature students and the delivery of sessions integrated into academic modules, in partnership with academic staff.
- Coordinate the DCU Writing Centre across multiple campuses and online. This includes recruiting, training and supervising the Centre's postgraduate tutors, coordinating tutors' work shifts and coordinating monthly payments. It also includes managing the Centre's online booking system and maintaining the Centre's online information resources.
- Deliver specialised one-to-one support for students with Disabilities, Access Students, Mature Students and students availing of the Counselling & Personal Development Service. This work includes interpreting psycho-educational assessments to formulate individual support plans and provide advice to students with suspected but undiagnosed specific learning difficulties on how to manage their studies.
- Assist in the preparation of awareness and publicity material relating to academic supports (including posters, flyers, email communications and social media).
- Undertake project management, including service evaluation and audit on a yearly basis to develop and enhance service delivery. Contribute to the unit's annual report and budget reconciliation.
- Contribute as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives.
- Represent the unit across various committee and professional bodies internally and externally.

## **Qualifications and Experience**

In addition to the [internal service criteria](#), the ideal individual will have:

**In addition, the successful individual will ideally have:**

- 3 years' relevant work experience working with individuals on a one-to-one basis to enhance performance, confidence and learning outcomes
- 3 years' work experience in a teaching or facilitation or training and development role
- Demonstrable high quality academic writing skills
- Working knowledge of the challenges facing diverse learners (e.g. mature students, students with disabilities or mental health conditions and students from socio-economically disadvantaged backgrounds) at university
- Experience developing online learning resources
- Certified training in basic mental health first aid and suicide prevention e.g. HSE Safetalk and Asist suicide prevention programmes would be an advantage.

## **Skills and competencies**

- Excellent interpersonal skills, including communication and ability to work with high needs students facing complex issues on a one-to-one basis
- A knowledge of evidence-informed interventions in student support at university in line with international best practice
- Excellent presentation and facilitation skills for face-to-face and online sessions
- Excellent time management, organisation and project management skills
- Awareness and understanding of new resources, practices and issues in the Higher Education sector
- Excellent IT Skills e.g. Microsoft Office, the Google Learning Suite, Virtual Learning Environments and website editing software