Applications are invited from suitably qualified candidates for the following position

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

**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 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](http://www.dcu.ie/students/index.shtml).

The Student Advice Centre (SS&D), is the central triage point for student queries and offers a walk-in and appointment advisory service. The service operates across two campuses and supports all students, including our students studying remotely and internationally. The unit is highly collaborative and works closely with colleagues to support the health, wellbeing and student
experience across all stages. Our dynamic team of professionals actively responds to the diverse needs of DCU students and liaises closely with the faculties and other professional services units. The service offers non-clinical mental health and personal interventions and supports to students presenting in distress. Students have access to a comprehensive series of digital and workshop-based activities designed by the service to support student success. Our team of Academic Life Coaches provide one-to-one and group-based activities on topics such as resilience, self-management, mindset, motivation and assessment success.

**Role Profile**
SS&D is currently seeking a Professional 5A Senior Student Support Officer/Service Manager on a permanent basis to manage and coordinate the running of service across the campuses and online. The successful individual will assist students across all levels of the institution, in collaboration with colleagues and will work closely with the Deputy Director of SS&D on the strategic development of the service. 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 student advisory support framework. The successful individual will be required to maintain an active presence across the campuses to ensure the quality of the service provision.

The successful individual will also be required to provide front line advisor support to undergraduate and postgraduate students and will be an escalation point within the service. The post holder will be required to ensure the team meets deadlines and responds to the diverse and sensitive range of presenting issues. 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**
Candidates must possess:
- A primary degree preferably in a related area.
- A minimum of three years’ direct relevant experience working with students in a student support capacity in a Higher Education environment
- Demonstrable high quality listening skills.
- Excellent communication skills (oral and written) and presentation skills.
- Demonstrable team management experience and conflict resolution experience.
- A high degree of flexibility.

**Desirable Criteria**
- 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) - € 53,381.00 - € 72,188.00

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

Closing date: Tuesday 20th December

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 BC221011 Senior Student Support 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