Applications are invited from suitably qualified candidates for the following position

**Senior Student Support Officer /Service Manager**  
**Professional SA (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 successful individual 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
Responsibilities include but are not limited to:

- Responsibility for coordinating the work of the team of advisors and general admin staff.
- Roll out feedback mechanisms to assist with the evaluation and development of the service.
- Work closely across units to triage and signpost students to specialised support and provide direct assistance and guidance to students where appropriate.
- 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 SAC team, coordinating workloads, raising contracts, and assisting with performance evaluations.
- Plan, organise and deliver workshops and resources.
- Perform a service evaluation and prepare an annual report highlighting areas of impact, engagement statistics, emerging needs and satisfaction/feedback.
- Manage the budget associated with the unit and perform related reporting tasks.
- Contribute to the university’s Discover transitions courses for all incoming students available on the university’s Virtual Learning Environment.
- Research tools to assist with the evolving needs of students.
- Managing the unit’s use of CRM system, Chat and appointment booking system.
- Contribute to conferences, presentations and research in the area of student support and transition.
- 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 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.