



JOB DESCRIPTION

**Director of Quality and Institutional Research
Professional 7
DCU Quality Promotions Unit (QPO)
Fixed Term 24 Months**

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

DCU Quality Promotion Office (QPO)

The DCU Quality Promotion Office (QPO) has been established to promote, support, and facilitate quality improvement activities across academic and administrative units throughout the University. The Unit co-ordinates and supports the University internal quality review process, providing assistance

and advice to Heads of Schools, Deans of Faculties and Directors of Units, as well as providing analysis and information to support an evidence-informed approach to reflection, evaluation and planning as part of the review process.

In addition, the Unit is responsible for providing analysis and reporting as part of the University's approach to performance monitoring and evidence-informed decision-making, quality enhancement and strategic planning. This work extends to the working with a range of national statutory and other agencies to ensure reporting at a national level on a range of student-based reports.

Role Profile

The post holder will report to the Deputy President and will be a key member of a small and vibrant team within the University. The post-holder will work closely with the University's leadership team, and have regular interactions with the President, Deputy-President, and other members of the University's senior management team. In addition, the successful candidate will work in close collaboration with key stakeholders across the university.

Duties and Responsibilities

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

- Manage and coordinate the internal quality review cycle by undertaking the following actions:
 - Managing the scheduling of cyclical internal quality reviews of all academic and professional support Areas at DCU.
 - Alongside Quality Promotion Committee, identifying and selecting members of Peer Review Groups to lead quality reviews.
 - Coordinate and support the self-assessment and evaluation of quality in Faculties, Schools and Units, and across thematic areas of the University
 - Provide training and briefings for Peer Review Group members participating in quality reviews- both internal and external.
 - Coordination of Peer Review Group visits for Quality Reviews.
 - Liaison with University leadership on the University response to Quality Enhancement Planning for Quality reviews.
 - Manage the quality review follow-up meeting process, including working with Units towards proposals for prioritised spending proposals for quality reviews.
 - Provide reports to Governing Authority on completed reviews and publication of final reports.

- Other Quality Promotion Office Function
 - Act as secretary to and ex-officio member of the DCU Quality Promotion Committee.
 - Develop, maintain, and communicate in conjunction with the Quality Promotion Committee, integrated quality assurance/quality enhancement procedures for DCU.
 - Lead the development and coordination of the Quality Improvement and Development Fund (QuID) funding initiative.
 - Support the Quality Promotion Committee in the formulation of policy on quality assurance and quality improvement.
 - Represent the University on appropriate external bodies and disseminate information on their deliberations to the Quality Promotion Committee and throughout the University.
 - Liaise with the Quality and Qualifications Ireland (QQI) and similar external bodies
- Provide active engagement as a member of DCU Education Committee, Heads and Deans Group, Academic Council.

- Lead, in partnership with DCUSU the plan for Studentsurvey.ie fieldwork and the DCU Staff-Student Forums process across all Faculties and student-facing professional support units.
 - Monitor and review Quality Assurance procedures and policies at DCU and their alignment to national and international best practice and contribute to this as appropriate.
 - Complete annual reporting to QQI (AQR), Governing Authority, and Academic Council on progress on Quality Assurance Procedures and activities.
 - Monitor and report on ongoing implementation of initiatives to address the 2018 Institutional Review recommendations.
- **Institutional Reporting and Analysis**
 - Oversee delivery of a wide range of performance-focused, high quality reporting and analysis to relevant internal and external stakeholders including Senior Management, Executive, Deans and Heads of Schools/units.
 - Provide leadership support for the development and roll-out of Power BI reports to relevant university stakeholders to support an intelligence-informed approach to decision-making.
 - Deliver on DCU's responsibilities for statutory reporting of student data to the HEA and other government agencies, e.g. HEA SRS Return, RGAM, Graduate Outcomes Survey etc.
 - Overseeing the development of a strategy to ensure DCU's positive engagement with international rankings.
 - Support senior leadership in the regular monitoring of strategic KPIs to support the implementation of the DCU strategic plan.

Qualifications and Experience

Essential

- Primary degree and significant experience in the area of quality assurance/quality improvement in the higher education sector.

Ideal

- Experience of working effectively with senior leadership in a higher education context.
- Excellent organisational and planning skills.
- Ability to formulate and implement policy.
- Clear and logical analytical skills, and understanding of the development and execution of management reporting and KPI development.
- Excellent interpersonal and communication skills.
- Clear understanding of and the ability to report on, the financial and other implications of the University's quality assurance / quality enhancement processes.