



Applications are invited from suitably qualified candidates for the following position:

**Employee Relations & HR Service Delivery Manager**  
**Professional 6**  
**Human Resource Department**  
**Permanent 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**

The University is organised around a number of academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central professional services department, which is responsible for providing a complete Human Resources service to these faculties, departments and campus companies.

## **The Role**

Reporting to the Director of HR or their nominee, the Employee Relations and HR Service Delivery Manager will assist in ensuring that the employee relations agenda is met and delivered upon within the University, its research centres and its associated commercial companies. In addition he postholder will have a key role in supporting the connection of HR strategy to the various stakeholder groups at school/unit level. The postholder will be responsible for developing localised HR solutions to meet particular requirements to support achievement of objectives. The postholder will provide direct HR support to a small number of units. The postholder will also be expected to actively participate in HR Operational Excellence initiatives and it is envisaged that this activity will account for at least 20% of this role.

## **Principal Duties and Responsibilities**

While this job description attempts to identify and highlight the key areas of responsibility associated with this role, it is not exhaustive. The responsibilities of the post holder may change over time in line with the needs of the HR Department and the wider university.

Working as an integral member of the Employee Relations and HR Operations team the main responsibilities will include but are not limited to the following:

- Lead, manage and coordinate all employee relations activities.
- Manage, develop and motivate a team of HR Professionals to provide a comprehensive, continuous and professional service to Heads of School, Units and Campus Companies and their staff on all HR related matters.
- Play a lead role in developing and implementing a proactive employee relations programme in line with University policy to include the handling of industrial relations issues.
- Proactively and positively manage the relationship with Trade Unions representing staff in the University.
- Interpret and implement government directives, public sector service agreements and relevant legislation.
- Represent the University at relevant Industrial Relations fora including WRC hearings.
- Proactively and positively manage the relationship with Trade Unions representing staff in the University including conducting regular monthly meetings.
- Manage and attend both formal and informal employee relations processes.
- Undertake relevant industrial relations research with responsibility for the preparation of submissions for Industrial Relations fora including Conciliation, Adjudication and Labour Court hearings.
- Policy development and implementation in conjunction with management, staff and Trade Unions.
- Assist in supporting and developing the HR Operations team to deliver on the IR/ER agenda.
- Liaise with and develop good relations with other external bodies/agencies, in particular IBEC and other third level institutions.
- Establish, maintain and leverage good working relationships with key personnel and staff within the organisation.
- Produce reports, statistics and updates for the HR Director as and when required.

## **Qualifications, Skills and Experience Required**

The successful candidate will have a primary degree, preferably in Human Resources and/or Industrial Relations and the following:

- A record of success of working in an Employee Relations and/or a HR Service Delivery role which encompassed employee relations delivery, within a Human Resources Department (minimum of 5 years).
- A strong knowledge of Irish Industrial Relations systems together with experience of implementing and managing proactive employee relations programmes, including dealing with third parties would be preferable.
- A good understanding of semi-private / public sector employee relations would be an advantage.
- Ability to navigate both private and public sector requirements in tandem.
- A significant track record of success in providing comprehensive HR support to relevant business units within an organisation.
- Track record of policy and procedure development.
- Be curious and eager to learn and demonstrate ability to navigate ambiguous situations.
- Excellent planning, organising and work management skills.
- Excellent interpersonal and communication skills.
- Excellent negotiation and influencing skills.

## **Personal Qualities**

The successful candidate will have the ability to develop and maintain excellent working relationships. The candidate will be flexible and demonstrate a high level of enthusiasm, energy, resolve and drive with an ability to deal with and resolve complex matters. The ability to work as part of a team is essential. In addition, the successful candidate will demonstrate a high level of credibility and integrity.

## **Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. They will also be expected to engage with DCU/ADAPT training on Gender, Equality, Diversity and Inclusion. Other training may need to be undertaken when required.

**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](#)**