



**HR Service Delivery Manager
Professional 6
Human Resources Department
Fixed Term – Three Year Contract**

Introduction

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.

The Human Resources Department

The Human Resources function builds and supports an environment and culture in which staff can develop, flourish and contribute to the achievement of DCU's goals. The Department supports the implementation of the DCU Strategic Plan and the continuous evolution of our staff community and shared culture ('Our DCU').

In order to deliver on the strategic objectives of the University and enhance the service provision, the HR Operations function has been restructured into three service delivery streams, led by three HR Service Delivery Managers. We are now seeking to appoint a HR Service Delivery Manager to work with the HR Service Delivery team in developing and maintaining strong connections to the DCU staff community through the delivery of comprehensive and professional HR service to our stakeholders.

Overview of the Role

Working as part of the HR Service Delivery Management team the postholder will report to HR Senior Management and 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.

Duties and Responsibilities:

- 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.
- Work with Heads of Units to ensure the formulation of the Human Capital Plan for the respective year and link the plan to the recruitment and selection process.
- Develop strong working relationships with key stakeholders and ensure service continuity is maintained at all times.
- Provide direct strategic and operational insight to key stakeholders on a range of activities including: Resource Planning; Recruitment & Selection, Performance Management, Talent Development.
- Act as a trusted advisor and coach to Line Managers, supported by HR Business Partners, recommending enabling solutions to anticipated challenges.
- Work closely with the Employee Relations function on relevant ER matters and own matters at a local level where possible.
- Actively participate as a member of the HR Service Delivery Management team and collaborate with other sections within the HR Department to shape and implement Human Resources strategy, policies and procedures.
- Partner with colleagues across the Department in leading the implementation of various HR projects and initiatives which have University wide impact.
- Ensure that HR policies and practices are pragmatic, user friendly and meet the needs of both the University and its stakeholders.
- Along with the broader HR Management Team, support and enable effective leadership decision-making on all people practices including organisational change,

talent management, succession planning, performance management and employee relations.

- Work closely with all colleagues within the HR Service Delivery Team in identifying further initiatives to enhance the service provision.

Qualifications and Experience:

The successful individual will have the following:

Essential

- A primary degree, preferably in Human Resources or a related area and be a member/qualified with CIPD.
- Up to 5 years' experience in a relevant HR role within a complex environment.
- A significant track record of success in providing comprehensive HR support to relevant business units within an organisation.
- Extensive knowledge of participating in HR recruitment and selection activity and the development of associated policy and practice.
- Experience of resolving employee relations issues at a local level and ideally through third party.
- Track record of policy and procedure development.

Desirable

- Experience of managing, developing and motivating a HR professional service team.
- Experience of playing a lead role in organisation wide projects/initiatives.
- Experience of providing HR support within a public sector environment, ideally within higher education.
- Experience of using and ideally developing and implementing HR Systems.

Essential training

The post holder will be required to undertake the following essential training: Interview Skills and Unconscious Bias, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. Other training may need to be undertaken when required.