



**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.

Principal Duties and Responsibilities

Please refer to the job description for a list of duties and responsibilities associated with this role.

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 fora
- 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.

Salary Scale:

Professional 6 - €58,408 - €83,204 refer to [DCU Payscales](#) for the applicable payscale.

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

Closing date: Friday 10th November 2023

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Talent Acquisition Specialist, Claire Hamill, Human Resource Department, Dublin City University.

Email: claire.hamill@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 #NR361 HR Service Delivery 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](#)