



**Senior HR Manager (Service Delivery)
(Professional 8)
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, managed by three HR Service Delivery Managers. This function is supported by a HR administrative support team which is supervised by a Team Lead.

We are now seeking to appoint a Senior HR Service Delivery Manager who will lead this entire function to ensure the delivery of a comprehensive and professional HR service to all our stakeholders.

Overview of the Role

Reporting to the HR Director and working as a senior member of the HR Leadership team, the Senior HR Service Delivery Manager will lead our drive for HR Operational Excellence by driving the continuous enhancement of our HR Service Provision.

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 candidate will have the following:

Essential

- A primary degree, ideally postgraduate, in Human Resources or a related area, with CIPD accreditation
- Up to 8 years experience in a relevant HR role with at least 3 years of that experience at management/leadership level within a complex organisation
- Experience of leading and driving key projects and initiatives across a large business
- Strong leadership skills and decision-making abilities
- Excellent interpersonal and relationship-building skills particularly at senior level
- Experience of resolving employee relations issues at a local level and through third party fora
- Strong working knowledge of Irish employment legislation
- Successful track record of policy/procedure development and process re-engineering
- Strategic thinker with the ability to drive HR initiatives that align with Dublin City University's strategy

Desirable

- 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.

Salary Scale:

Professional 8 - €89,674 - €118,197 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 of 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:

Ms Claire Hamill, Talent Acquisition Specialist, 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 #NR363 Senior HR Manager (Service Delivery)

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](#)