



**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.

Areas of focus:

HR Service Delivery Team

- Provide strategic and operational leadership to the HR Service Delivery Managers in the provision of a comprehensive, continuous and professional service to Heads of School, Units and Campus Companies and their staff on all HR related matters
- Work with HR Service Delivery Managers and 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 Senior Managers, supported by HR Service Delivery Managers, recommending enabling solutions to anticipated challenges
- Work closely with the Employee Relations function on relevant ER matters and manage relevant ER cases, both at local and third party level when required
- Act as the escalation point for Service Delivery Manager team

HR Support Team

- Manage the HR Support Team Lead and enable the team to provide a high quality HR administrative support service to all relevant stakeholders
- Ensure the full integration of the Support Team within Service Delivery
- Enable the development of a seamless “end to end” service culture within the team, including identifying and implementing process re-engineering initiatives in order to improve efficiency and effectiveness of service delivery.
- Leverage HR technology and systems to streamline HR processes and enhance data-driven decision-making
- Manage the interaction between Payroll and HR and re-develop the associated processes and workflow between the two teams to ensure an efficient service which benefits both employees and the HR Department

Leadership Team

- Operate as a senior leader within the HR Leadership team and assist the HR Director in driving the delivery of objectives under the HR Strategic Plan
- Together 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

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.

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](#)