



Applications are invited from suitably qualified candidates for the following position

**Post Entry Support Officer P4
Student Support & Development
Three-year Contract (Full-time)**

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

Student Support & Development (SS&D) provides professional, academic and personal support and development opportunities to students at DCU. It is a busy and diverse Unit, which includes the Student Advice Centre, Counselling & Personal Development, the Student Health Centre, the Disability & Learning Support Office, the Access Office and the Inter-Faith Centre. Further information on SS&D can be found at: <http://www.dcu.ie/students/index.shtml> SS&D is currently seeking a P4 – Post Entry Support Officer who will be positioned within the Access Office. S/he will play a key role in supporting the ongoing success of the Access programme.

Role Profile

The Post Entry Project Officer will report to the Head of Service (or his/her nominee). The role will liaise closely with the Access team, Access students, Student Support & Development Staff, and Heads of Schools and Units in DCU. Duties include the identification and provision of a suite of supports

(personal, financial, academic and professional) to students who are part of the DCU Access programme. In addition, the successful individual will be responsible for several projects that are multifaceted and will evolve over time. The role involves dealing effectively with various users and interest groups from staff, students (particularly non-traditional students), teachers and staff of voluntary and community organisations and corporate sponsors. Due to the changing nature of the University, developments will inevitably take place that may affect administrative/support functions, and this post will develop in line with the changing requirements. The role will initially be based in the Access Service but may change to another Unit in SS&D, with structural changes in the University environment over time.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following activities:

Student Supports:

- Proactively communicate with Access students regarding academic deadlines and personal and professional development opportunities.
- Support the ongoing development and delivery of the Access Service post-entry support programme to students in DCU.
- Manage an assigned caseload of Students and the delivery of appropriate supports, i.e. financial.
- Source and recruit tutors for delivery of academic support.
- Coordinate Peer Mentoring Programme
- Facilitate the involvement of DCU Access students in post-entry activities, including internships and volunteering opportunities.
- Coordinate the delivery of the Access Service orientation programme.
- Monitor and analyse the retention and progression of students on the Access programme and provide regular reports and updates on their progress.
- Make appropriate referrals to internal/external supports as required.

Projects and Initiatives:

- Work in partnership with the DCU Access team to enhance participation, access and progression to DCU and third-level education of non-traditional student groups through DCU's extensive Outreach Programme.
- Assist with the delivery of the Access to the Workplace programme to students.
- Attend relevant conferences, as agreed with the Head of the Unit, and keep up to date on trends with access and widening participation.

The successful individual will also:

- Liaise with members of staff and students on relevant Access projects and represent the Access Service at stakeholder meetings, on relevant committees, boards and working parties as assigned by the Head of Service.
- Have an awareness of national developments that may impact the work of the Access Service and students.

- Identify training and development needs to stay up-to-date on topics impacting socio-economically disadvantaged progressing, transitioning and thriving in third level.
- Assist in relevant research and evaluation projects.
- Partner with Student Support & Development colleagues in developing and providing high-quality service to students.
- Where required, deliver information sessions and answer queries about the Higher Education Access Route.
- Undertake other duties and responsibilities the Head of Service or their nominee assign.

Qualifications and Experience

- Essential: Individuals must have a Primary Degree, equivalent (NFQ Level 7) plus a minimum of three years experience in a third level environment, or within the fields of access, widening participation or educational disadvantage.
- Individuals must have In-depth knowledge of equity issues facing underrepresented students and familiarity with prospective students' challenges entering internships and the employment market.

In addition, the ideal individual will have the following:

- Experience dealing with diverse students in a student-facing, student-support environment.
- Experience in project and budgetary management with high-level communication, writing, financial, and administration skills.
- Knowledge of the Irish education system: educational disadvantage, widening participation in higher education, and practice underpinned by a dedication to diversity, inclusion and social justice.
- Excellent IT skills, including a working knowledge of MS Office, CRM and Drupal.
- A track record of working in an area that requires confidentiality and discretion.

Essential Training

The successful Individual must undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required. The role is also subject to Garda Vetting.