



JOB DESCRIPTION
Change Administrator
Professional 3 (P3)

Student Information Systems Program, Office of Vice-President Academic Affairs (Registrar)
Two Years Fixed-Term contract

Dublin City University

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission ‘to transform lives and societies through education, research, innovation and engagement’. Known as Ireland’s ‘University of Enterprise’, DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU’s pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world’s Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2017-2022, DCU is currently in the process of implementing a cloud-based Student Information System (SIS) to assist our objectives as a globally engaged university. The SIS Program has a key role to play in the

achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The SIS project is being mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

Role Profile

The role of the Professional 3 (P3) is to assist the 'Change Management & Communications delivery stream' of the Student Information Systems Programme (SIS) by providing a variety of support and administrative duties, as and when required.

This position will report to the Change Management & Communications delivery stream Lead.

This position will be based in the Learning & Development section of the Human Resources Department of the University.

Duties and Responsibilities

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

- Supporting the Change Management & Communications delivery stream in the planning and organisation of stakeholder events including focus groups and meetings.
- Support the preparation of materials for meetings and ensure distribution in a timely manner and attend the relevant meetings.
- Gather and synthesise relevant data from various subject matter experts.
- Draft content for key deliverables and assist in the preparation of presentations and reports.
- Build and maintain a repository of information and support documentation (in a range of formats).
- Act as a reference point for Change Management & Communications queries and requests for information. Also act as a point of reference between the Change Management & Communications and the other delivery streams and, in particular, the Quality Assurance & Training delivery stream.
- Actively assist the maintenance of project plans and timelines for deliverables and activities within the Change Management & Communications delivery stream.
- Monitor and report on data including supporting the production of monthly Management Information (MI) dashboards within the Change Management & Communications delivery stream.
- Develop and maintain the governance calendar that informs the Change Management & Communications activities.
- Arrange meetings, booking rooms for meetings or other events, take detailed minutes and coordinate the collection and consolidation of feedback. Arrange the catering for meetings.

Other duties may include:

- Assisting in the sharing of duties, when necessary between the SIS Programme Management Office (PMO), the Learning & Development section and the rest of the Human Resources department.
- This job description is indicative and is not intended to provide an exhaustive list of duties.

Qualifications and Experience

Essential

- Candidates must hold a Leaving Certificate, a recognised administrative/secretarial qualification (FETAQ level 5) or
- Equivalent and have at least three years' relevant experience in an office environment. Alternatively, candidates must hold five years' relevant experience in an office environment and a recognised administrative/secretarial qualification (FETAC level 5) or equivalent (without a Leaving Certificate).

In addition, the successful individual will ideally have:

- Strong communication and social skills to communicate effectively with all levels of stakeholder, both verbally and in writing
- Excellent administrative skills and considerable experience working in a systems driven office environment
- Effective time management skills in order to multi-task, and be able to prioritize to meet varying tasks and deadlines without compromising attention to detail and quality of delivery
- Ability to work in a busy environment and on their own initiative.
- Ability to develop and maintain good working relationships with fellow colleagues and others within the organization.