Learning and Organisational Development Officer (Professional 5A)

Human Resources Department

Permanent Contract

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.

The Human Resources Department (HR)
HR provides a comprehensive human resources service to approximately 3,400 staff based in the Faculties, Departments, Research Centres and Campus Companies of the University. It is responsible for managing the employee life cycle from the initial application and appointments process to the end of their employment with the University while also providing support to its retired community of c. 460. Also, HR plays an important role in the governance, management committees and project groups of the University.

The HR Mission for the University and its staff is to be an employer of choice that builds a staff community where each of its members can flourish and thrive in a work environment that is stimulating, rewarding and respectful, with each having the opportunity to achieve their full potential and successfully contribute to the University's goals.

Role Profile

Applicants are invited from suitably qualified candidates for the position of Learning and Development Officer. The successful candidate will report to the Head of Learning and Organisational Development, Human Resources Department. The role holder will have skills and knowledge to design and deliver learning and development initiatives. The role will involve designing innovative learning solutions and delivering these solutions to colleagues at all levels across the organisation. Evaluation of Learning effectiveness and behavioural change will be key to measuring success.

This role will involve working with team members and other stakeholders across the University to assess capability gaps, propose solutions and regular updates on Learning & Organisational Development initiatives.

Key Responsibilities

The Learning and Organisational Development Officer will lead the development of solutions to meet the organisational needs of the University, aligned to the departmental strategy. They will design, plan and deliver programmes, implementing best-practice learning methodologies and evaluation. Under the direction of the Head of Learning & Organisational Development, the post holder will have the following key duties:

● Design learning and development interventions for use in face to face settings, digital learning and via Zoom.
● Deliver learning and development programmes including: personal skills, career development programmes, academic and researcher development initiatives and bespoke programmes.
● Manage a portfolio of courses and update content regularly based on feedback and learning and development trends.
● Work with key programmes of transformation, such as the Student Information System (SIS) programme and DCU Futures, to build learning interventions that will enable change in the organisation.
● Facilitate group sessions and focus groups to assist the University in gathering information and data on specific initiatives.
● Use innovative learning approaches, exploring new technology where appropriate. Manage relationships with external consultants/resources for key programmes.
● Promote and communicate learning opportunities to colleagues across the University using a range of communication channels including face to face meetings, email and social media.
● Develop an open knowledge-sharing environment and actively contribute to the HR team in a manner that builds knowledge, skills and capability.
● Undertake duties of a general nature or additional tasks that may be required by the Head of Learning & Organisational Development and the Director of Human Resources or nominee.

The above attempts to outline in a broad way the range of duties associated with this post. While not being exhaustive, it does attempt to indicate the range and level of duties associated with the post.

Qualifications

- A primary degree or equivalent in a related field is required.
- A postgraduate qualification is desirable.

Knowledge and Experience

- A minimum four years' relevant experience, at managerial or specialist level, in HR or Learning & Development.
- An ability to design innovative learning solutions and facilitate learning interventions.
- Ability to work autonomously with ownership of outcomes for key projects.
- Experience in working with other departments and colleagues, with the ability to develop strong working relationships across the University.
- Excellent IT skills and a curiosity for new and emerging technology to support the Learning & Organisational Development strategy.
- An excellent communicator, both verbal and written.
- Strong presentation skills (online and in person) and facilitation skills to utilise in a group setting.
- A high degree of flexibility.

Mandatory Training

Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.