



JOB DESCRIPTION

**Communications Analyst
Student Information Systems (SIS) Programme
Office of Vice-President Academic Affairs (Registrar)
Up to 2 Year Fixed Term Contract
Professional 5 (P5)**

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 programme has been mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

Role Profile

Working as part of the SIS Programme Team and reporting to the Programme Director, the Communications Analyst is responsible for researching, planning and crafting communications, written reports, presentations, 'How to' guides and systems messaging. They will create and publish all communications messaging required for the successful implementation of the new Student Information System, external and internal communications requirements. The post holder will collaborate closely with the Programme workstreams to ensure alignment of communications with the SIS programme team. They will also work closely with DCU's Communications and Marketing Department in the alignment of messaging with the University's strategic messaging and priorities. The post holder also assists with content proofing, editing and providing feedback, as required, on all communications drafted in relation to the SIS Programme. They will also manage all SIS team web content.

Duties and Responsibilities

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

- Consulting with subject matter experts and stakeholders to plan, draft and publish key messaging that can be clearly and easily understood by various audiences interacting with SIS both internal and external to DCU
- Working with SIS Programme leads to plan and manage the internal and external SIS programme communications
- Draft, manage and publish all relevant content for the SIS website, ensuring the use of the website as an active communication channel
- Establishing excellent working relationships with University colleagues to facilitate information sharing for all messaging related to the SIS programme
- Preparing and writing of SIS staff updates, presentations and content for workshops, with full ownership and responsibility for gaining the sign off and delivery of communications
- Providing ad-hoc editorial support for SIS publications, where requested, to ensure consistency of key university messaging and writing style
- Performing other duties, as are appropriate, in support of communications around the SIS programme
- Work with DCU's Communications and Marketing Department to ensure alignment of messaging with the University's strategic messaging and priorities

Qualifications and Experience

The successful individual will have:

- Bachelor's degree and a minimum of 3 years' relevant experience, with a proven record as a content editor and communications analyst.
- Demonstrated experience of researching, writing and editing content of varying complexity and audiences.
- Ability to clearly communicate complex ideas and concepts in writing
- Excellent attention to detail.
- A record of proven achievement and capacity for innovative and creative thinking
- The ability to organise and host events (eg. town hall events, live demonstrations, Q&A events etc).
- Experience in working autonomously, whilst escalating risks and keeping all stakeholders informed of progress.
- Excellent planning skills and the ability to work to strict deadlines especially where a legal obligation exists.
- A track record of notable achievement in the area of communications, publishing or journalism
- Ability to work effectively under pressure and meet challenging deadlines
- Excellent IT skills and a working knowledge of Microsoft and Google suite, Web content editing packages. Microsoft Dynamics or similar would be an advantage.

Attributes

The successful candidate will have an ability to develop and maintain excellent working relationships. They will be a highly motivated self-starter, with a strong work ethic and excellent judgement. They will demonstrate a high level of professionalism and will have exceptional verbal and written communication skills.