



**Process Design Specialist  
Professional 5  
Student Information System (SIS) programme  
Office of Vice-President Academic Affairs (Registrar)  
12 month Fixed Term Contract**

### **Dublin City University**

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**

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. project is being 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 Experience Lead, the key focus of the role is to provide professional Process Design support for areas within scope of the SIS Programme. The successful individual will have specific responsibilities relating to activities covered by the Design & Configuration Delivery Stream which is responsible for the functional design and configuration of the new SIS. They will have in addition general responsibilities to support the programme delivery.

### **Duties and Responsibilities**

- Support the implementation of the approved “To Be” blueprint for the SIS Programme (including interim solutions/states), engaging with a range of stakeholders.
- The key responsibilities will be centred on providing a high level of expertise and support in the design, planning and running of a set of workshops and all related activity which are central to the realisation of the SIS “To Be” process design.
- Produce high-quality visual material and associated documents for various stakeholders and workshops.
- Collate and analyse University data, analytics as required to support relevant opportunities for enhancements in ways of working and prioritisation of design topics.
- Contribute to the identification of solutions and support the implementation approach established.
- Collaborate with other Delivery Streams to ensure knowledge transfer.
- Support the governance for this area, including the production of materials and its presentation where required.
- Develop and maintain strong relationships with key stakeholders (internal and external to the Programme).
- Any other duties that may be assigned from time to time by the Programme Management, or nominee.

### **Qualifications and Experience**

#### **Essential:**

- Candidates must have a primary degree and a minimum of 3 years process design experience or equivalent.
- Proven communication and writing skills including the expert use of presentation packages to produce high-quality visuals.
- Demonstrated track record in applying lean or other continuous improvement methodologies in projects for service delivery that encompasses such areas as the diagnosis of the root cause process design solutions, process mapping and implementation.
- Significant “hands-on” experience of assisting workshops in large complex organisations to enable process design including the preparation of all artefacts, co-facilitation and distillation of all outputs to stakeholders within specified timeframes.
- Experience of identifying relevant data points for process improvement projects; gathering and analysing that data; and producing data-driven recommendations to support process improvement solutions.
- Experience in the use of tools and methodologies that enable the identification of service improvement.
- Self-motivated and highly organised with strong attention to detail.
- Strong MS Office suite knowledge, including Excel, PowerPoint and MS Visio.
- Expertise in managing complex high-volume, multi-dimensional processes or projects.
- Strong interpersonal skills with an ability to influence are essential requirements of this post.

**Desirable:**

- A positive work ethic, outlook and a dedication to high quality in their work.
- Flexibility appropriate to a project environment with a focus on meeting deadlines.
- Process improvement (Lean/Six Sigma) qualification.
- A comprehension of and experience of design of Target Operating Models in higher education or wider Public Service and the development of the associated implementation roadmap.

**Additional Information:** *Please note this role does not meet criteria for a Critical Skills permit as stipulated by the Department of Enterprise, Trade & Employment.*