



## **JOB DESCRIPTION**

### **Business Readiness Programme Lead Professional 7 Student Information Systems Programme 11 Month Fixed Term Contract**

#### **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 strategic plan, Talent, Discovery and Transformation 2017-2023, 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 project is 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, the Business Readiness Programme Manager will lead the Business Readiness Stream of the Student Information System (SIS) Programme. This work stream will enable the SIS Programme to deliver a University wide transformation; an end-to-end change

which will build the core capabilities within DCU that will deliver new ways of working and significant behavioural change. This will be critical in ensuring that DCU staff and students are fully prepared as they progress from its current state to the desired state.

The successful candidate will be responsible for overseeing the various aspects of business readiness, including change management, communications management, learning & development, user acceptance testing, hypercare & service transition, and reporting & analytics. The Programme Manager will play a vital role in ensuring the successful implementation and adoption of programme deliverables within the DCU SIS programme. The Programme Manager will assist with the development of the SIS vision and guiding principles. They will in addition be responsible for the day-to-day line management and professional development of relevant colleagues associated with the workstream.

### **Duties and Responsibilities**

The SIS Business Readiness Programme Lead responsibilities will include, but are not limited to;

- Lead the Business Readiness stream in supporting SIS Programme's objectives.
- Collaborate with stakeholders across the university, including academic and administrative departments, to assess and manage their readiness for the transformation.
- Drive business readiness activities, ensuring effective communication and engagement with stakeholders at all levels.
- Enable and support the Change & Comms Lead to develop and execute change management strategies to support project implementation and minimise resistance to change.
- Ensure that a Change impact assessment process is designed, implemented, and delivered in order to identify potential risks and opportunities associated with the project.
- Provide oversight in the development of a comprehensive communications strategy, ensuring effective communication across all stakeholders impacted by the SIS programme.
- Provide oversight to the training team, ensuring a comprehensive training plan, including training materials, schedules, and delivery methods is developed and incorporated into the overall business readiness project plan.
- Oversee user acceptance testing activities, ensuring thorough and robust testing and issue resolution processes, that meet the business needs, are in place.
- Monitor the progress and quality of user acceptance testing and provide timely updates to key stakeholders.
- Implement and maintain governance artefacts as necessary to ensure the delivery of the workstreams key outcomes, including a project plan, a risks / issues log and an action log.
- Facilitate workshops / meetings with stakeholders as required, to align on the SIS vision, objectives, and benefits of the change.
- Collaborate with other Delivery Streams as required through the facilitation of workshops and events.

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 and Experience**

- A primary degree or equivalent (NFQ level 7) with considerable (c. 3 -5 years) programme/project management experience for large scale business transformation.
- A postgraduate qualification is desirable.
- Hold an accredited project management qualification.
- Strong Project Management skills including planning, financial management, scheduling, reporting, resource management, communications, and risk management.
- Ability to deliver to tight schedules in a calm and effective manner and manage the delivery of multiple deliverables concurrently.
- A proven track record of delivering complex programmes of work, using structured Project Management skills and an ability to prioritise and handle multiple tasks.
- Excellent teamwork / collaboration skills, with experience in leading and developing others.
- Excellent communication, presentation, and facilitation skills.

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