



Head of Learning and Organisational Development (Administrator III)

Human Resources Department

Permanent Contract

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century.

Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. As Ireland's University of Enterprise, it is characterized by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the world's young universities (QS Top 50 under 50).

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.

The Learning and Organisation Development Section, HR

The Learning and Organisational Development Section, HR is currently comprised of a team of seven. A major focus of the team is to design and manage the implementation of organisational development initiatives to meet specific needs identified through the university's Strategic Plan, sectoral initiatives and the university's overall ambition for excellence. It is envisaged this focus will grow considerably over the short to medium term.

Also, the role of the team is to develop and deliver a comprehensive set of learning and development programmes to meet the professional and career needs of staff. The professional development of staff is addressed through the annual Learning and Development Schedule which includes up to 70 courses ranging from classroom base workshops to extended blended learning programmes.

The team also provides an internal consultancy service to assist heads of schools/units and managers in identifying solutions to their specific needs, whether this be through the engagement of external consultants or the design of bespoke interventions.

Role Profile

The Head of Learning and Organisational Development reports to the Director of Human Resources. The successful candidate, a member of the HR management team, will drive innovation and lead change initiatives which assist the university in delivering on its mission and strategic objectives (Transforming Lives and Societies, 2017 – 2022). DCU is proud of its culture of professional development among all categories of its staff. The Head will further develop this culture meeting the challenges presented by the environment within which the third level education sector operates. Specifically, the successful candidate will meet the organisational development needs of the university together with the professional development of its staff and through the design, implementation and evaluation of interventions by:

- Driving and managing organisational and cultural change initiatives ensuring successful implementation resulting in improved organisational effectiveness
- Developing a learning strategy that supports a high performance culture for a diverse and talented workforce
- Collaborating with leaders across the university to provide excellent end-to-end client management, including consultation, assessment, design, implementation and evaluation of solutions using proven organisational development methodologies
- Leading, managing and developing the Learning and Organisational Development Team
- Providing leadership in the management of HR's agenda to promote an inclusive work environment and support workplace diversity

- Providing innovative and strategic leadership programmes ensuring maximum organisational impact as well as career growth and development for participants
- Developing successful programmes in the facilitation of bespoke programmes, mentoring and executive coaching initiatives
- Ensuring all learning and development interventions align with core competencies identified in the university's academic, professional and research career frameworks
- Supporting the university's *Performance and Development Review Scheme* (PRD) including the analysis of learning needs identified through the scheme
- Applying learning theories and models, benchmarking best practices and championing knowledge of cutting-edge approaches in order to deliver sustainable learning solutions with maximum impact
- Promote collaboration, knowledge sharing as well as learning and development cooperation across stakeholder's groups
- Source, evaluate and manage external providers
- Manage resources, budgets and tenders
- Other duties as assigned by the Director of Human Resources.

Qualifications and Experience

- Primary degree and preferably a post graduate qualification in Human Resources, Training and Development, Organisational Development, Organisational Psychology or related fields
- Experience of leading and managing a team
- Experience in managing change and organisational development initiatives from inception to completion
- A minimum of 10 years' experience in a large organisation with responsibility for designing and delivering a broad range of learning and development interventions, including leadership programmes.
- Excellent knowledge of learning design, on-line and blended learning methodologies together with organisational development design approaches
- Coaching and mentoring experience

Person Specification

- Ability to use strategic and innovative thinking to influence across functions to achieve desired outcomes
- Excellent interpersonal skills with an ability to build relationships and collaborate at all levels, including senior management
- High level of professionalism, personal integrity and dependability
- Adept at working in a cross functional environment in a highly collaborative manner
- An ability to conceptualise solutions when faced with complex challenges
- Proven ability to manage projects from inception to completion and within budget
- Excellent communication skills with a proven ability to facilitate learning and developments programmes to the highest standards to a diverse and talented workforce

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate.