



**Teaching Support Coordinator
(Senior Admin Assist II)
Open Education Unit
National Institute for Digital Learning
Permanent**

Introduction

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. As Ireland's University of Enterprise and Transformation, DCU is characterised by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector, including commercial, social and cultural enterprises. Excellence in its education and research activities has led to DCU's consistent position in the rankings of the world's top young universities.

Open Education Unit

The Open Education team is responsible for managing the design, development, general administration and quality enhancement of DCU's online courses and programmes available to students studying off-campus through the DCU Connected platform. DCU has been providing adults all over Ireland, and beyond, with flexible access to higher education for over 30-years. Read more about our story and proud history of transforming lives and societies through new flexible models of technology-enhanced higher education. We have a team of highly experience staff committed to supporting learning without limits or geographical borders. Since our original foundation in 1982 as the National Centre for Distance Education, thousands of adults have obtained their university qualifications through DCU's online distance programmes. We continue to develop a growing suite of fully online courses for current and prospective students, wherever they live. We are also proud of our efforts to support opportunities for Irish-based refugees and asylum seeker to pursue higher education through a number of Scholarship initiatives. The Open Education team also plays an important role in the wider research, development

and outreach activities of the National Institute for Digital Learning (NIDL) both nationally and internationally.

Role Profile

The Teaching Support Coordinator provides administrative management and operational leadership of Open Education programme offerings under the DCU Connected portfolio. Duties associated with the role include serving as administrative lead and providing teaching support and development for relevant modules and programmes. In addition, the Teaching Support Coordinator will have particular responsibility for managing the effective design, delivery and evaluation of specific modules/subject areas of selected programmes, as appropriate to the Open Education team. The Teaching Support Coordinator plays a pivotal role in the administrative assistance and professional development of a team of external tutors involved in writing modules and delivering academic programmes. The role includes overseeing key aspects of online teaching, including assistance for students, to ensure both operational excellence and the quality of programme delivery. The Teaching Support Coordinator reports to the Head of Open Education.

Duties and responsibilities

Please refer to the Job description for a full list of duties and responsibilities

Qualifications & Experience

The successful applicant must hold a degree and a minimum of three years' relevant experience of supporting teaching online in a higher education context.

Ideally the successful candidate will have:

- Have a strong knowledge of administrative processes and course design and pedagogy for effective online teaching and dedication to assisting student success.
- Possess strong Information Technology skills relevant to administration and teaching online.
- Experience of Moodle and related online tools and platforms for teaching administration and delivery.
- Excellent communication skills, both oral and written, and must have the ability to work on their own initiative, as well as the ability to lead and work as part of a team.
- Excellent organising, planning and problem solving skills, with strong attention to detail.

The successful candidate will be dedicated to their ongoing professional development and have a willingness to participate in relevant university and, where appropriate, external training opportunities, particularly in relation to supporting new models of teaching online.

Mandatory Training

The successful candidate will be required to undertake the following mandatory compliance training: Orientation, GDPR, and Compliance. Other training may need to be undertaken when required.

Salary Scale:

Senior Administrative Assistant II: *€49,316 - €66,690

** Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the relevant salary scale in line with current Government pay policy.*

Closing Date: Friday 2nd October 2020

Informal enquiries to: Mr. Mark Brown, Head of NIDL

E-mail: mark.brown@dcu.ie

Please do not send applications to this email address; instead, apply as described below

Application Procedure

Application forms are available from the DCU Current Vacancies website at

<https://www.dcu.ie/hr/vacancies/current.shtml>

Applications must be submitted by e-mail to hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #BC2501 Teaching Support Coordinator – Open Education Unit

Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment is available at

<https://www.dcu.ie/policies/policy-starter-packs.shtml>