



**Teaching Support Coordinator
(Senior Admin Assistant 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

Teaching Coordination

- Coordination of the Postgraduate Programme Team, including being first point of contact for external tutors and administrative staff members
- Administrative lead for the Programme Board, including preparation of documentation for Board meetings
- Organise and chair subject review meetings with relevant Tutors, Assessment Monitors, Assessment Writers, Learning Material Writers and Internal Examiners.
- Coordinate and provide administrative management of Research Ethics Panels for student projects
- Attend and participate in meetings related to programmes (for example, Open Education Teaching and Learning Committee, Open Education Marketing Working Group, PBERCs, Progression and Award Boards, etc)
- Assist the recruitment of students through activities such as participating in promotional and marketing events (e.g., Open Evenings, exhibitions and students fairs)
- Contribute to the Open Education Management Board and development of the annual Priority Initiatives Plan
- Assist and contribute to university-wide working groups and committees relevant to Open Education programmes
- Assist and contribute to opportunities to promote DCU Connected programmes through industry partnerships, the media, alumni and local community groups.

Teaching Administration

- Oversight and coordination of tutor recruitment, training and performance
- Oversight and management of Loop and related online tools and platforms
- Oversight of the annual publications (e.g., Course Handbook, DCU Connected Prospectus and related marketing flyers)
- Oversight and coordination of assignment moderation and quality assurance processes
- Oversight and coordination of plagiarism prevention and suspected breaches of academic integrity
- Oversight and administrative management of student queries, communication, including requests for deferral, leave of absence and late assignment submissions
- Oversight and coordination of guest lectures/webinars with, for example subject experts, industry experts graduates doing interesting doctoral research, etc.
- Oversight and coordination of annual module reports, the Annual Programme Review reports and managing the Periodic Programmatic Reviews

Teaching Development

- Support the professional development of external Tutors, Subject Leaders, Module Writers and other programme team members
- Manage and coordinate the update of existing programme modules in liaison with Subject Leaders, Module Writers and other programme team members
- Contribute to and facilitate the design of high quality, innovative and creative online learning materials and assessments
- Manage and coordinate the development of new modules, in liaison with the Programme Board, through design, development, implementation, evaluation and revision stages
- Participate in the on-going, overall development of programme offerings, including assistance in developing new designated degrees
- Contribute to the development of all policies and procedures related to programme delivery and administrative assistance for students
- Engage in appropriate continual professional development focusing on elements of administrative excellence and programme design in general and specifically in the online distance education context
- Contribute to growing the capacity of online short courses and programme offerings in Open Education, and the NIDL, for example, through facilitating staff up-skilling, training and development

Additional

- The duties and responsibilities of the Teaching Support Coordinator may include additional areas of responsibility and special projects allocated by the Head of Open Education from time to time.

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.