



Senior Administrative Officer (Grade V)
Student Information System (SIS) programme
Office of Vice-President Academic Affairs (Registrar)
2 Year Fixed-Term Contract

Dublin City University www.dcu.ie is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. DCU is Ireland's fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick's Campus and DCU All Hallows campus.

Student Information System

The University is now looking to transform the way in which its staff and students interact with each other, using student information to align to our values and achieve excellence in service, ensuring the future needs of DCU can be met.

The Student Information System (SIS) Programme has been mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change. This transformation will be enabled by effective and efficient business processes supported by a fully integrated Student Information System which will support our objectives to create and sustain a globally engaged university.

SIS will consolidate and modernise multiple legacy student information systems into one, integrated software solution. The new SIS includes all crucial student information: admissions, finance, registration, enrolment, course management, advising, billing and payment, records, and more. Students will be able to access all of their key information through a single point-of-entry, providing a more agile and personalised experience.

Role Overview

Working as part of the SIS Programme Team and reporting to the Design & Configuration Lead, the key focus of the role is to provide a professional administrative service for areas within scope of the SIS Programme. The post holder will have specific responsibilities relating to activities covered by the Design & Configuration Delivery Stream. This Delivery Stream is responsible for the functional design and configuration of the new SIS. The Delivery Stream is accountable for agreeing the end-to-end design across the service areas on the student lifecycle, which will include the implementation of the agreed design across the service areas and related processes in a consistent manner. In addition, the role will have general responsibilities to assist the programme delivery.

Duties and Responsibilities:

- Provide the full Secretariat to the ¹Design Panel including preparation of agenda, recording of output, follow-up on key decisions with senior stakeholders, maintenance of decision artefacts and log of documents. Timely preparation of presentations for meetings.
- Play a key planning role in the scheduling and co-ordination of, and the provision of assistance with activities relating to process review workshops and working groups to enable the realisation of the SIS solution working collaboratively as part of the team and with the appointed SIS supplier to this end across the full student lifecycle (*e.g. Curriculum, Admissions, Enrolment, Assessment & Progression, Placement and Graduation*).
- Co-ordinate and significantly contribute to the Design & Configuration Delivery Stream project planning, mobilisation and execution across multiple phases and be responsible for the maintenance of detailed planning documents and associated artefacts for the Delivery Stream.
- Produce high-quality visual material and associated documents for various stakeholders and Governance meetings.
- Maintain and manage regular status updates on Delivery Stream activities, liaising with team members and ensuring that the Project Management tool and associated file structures are updated and reflective of activity and best practice approach. Collate and summarise documentation/content for various SIS governance meeting updates.
- Manage and collate data relating to Delivery Stream matrix indicators such as Quality Assurance, RAID, timelines, resources and scope.
- Play a key role in the management and delivery of communications to ensure that all relevant internal and external stakeholders are aware of Delivery Stream activities and milestones.
- Provide assistance in the maintenance of Delivery Stream budget allocation, forecasting and related office management responsibilities including liaison with Project Management Office regarding same.
- Any other duties that may be assigned from time to time by the Programme Management, or nominee.

Candidate Requirements

Minimum internal service criteria:

Serving Grade 4 staff with 3 years' experience at a Grade 4 level in DCU or, any DCU staff member with a primary degree or equivalent (NVQ Level 7) in an appropriate area plus 3 years' relevant experience.

Please note staff must have successfully completed their probationary period.

Ideally, candidates will have the following:

- A primary degree and will have a minimum of 3 years' project/operations Administration experience or equivalent.
- A proven track-record in project/operations administration and ideally will have experience of working with systems and processes in third level institutions.
- Expertise in managing complex high-volume, multi-dimensional processes or projects.
- Proven ability to prioritise workload and work to exacting deadlines.

¹ Design Panel key SIS Governance fora comprising drawn from senior colleagues across the University.

- Excellent organisational skills and ability to prioritise a wide range of tasks.
- Strong communication skills with an ability to influence
- Excellent writing skills including the use of presentation packages to produce high-quality visuals.

Desirable:

- A capacity for pro-active thinking and planning with an interest in project management.
- A positive work ethic & outlook; quality focused
- Project Management qualification

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken.

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>