



## JOB DESCRIPTION

### **Institutional Research and Analysis Officer (Grade 5.2) DCU Quality Promotion Office (QPO) Three Year Fixed Term Contract**

#### **General Information**

Dublin City University ([www.dcu.ie](http://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. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing university and today hosts more than 17,800 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus).

#### **DCU Quality Promotion Office (QPO)**

The DCU Quality Promotion Office (QPO) has been established to promote, support, and facilitate quality improvement activities across academic and administrative units throughout the University. The Unit co-ordinates and supports the University internal quality review process, providing assistance and advice to Heads of Schools, Deans of Faculties and Directors of Units, as well as providing analysis and information to support an evidence-informed approach to reflection, evaluation and planning as part of the review process

In addition, the Unit is responsible for providing analysis and reporting as part of the University's approach to performance monitoring and evidence-informed decision-making, quality enhancement and strategic planning. This work extends to the working with a range of national statutory and other agencies to ensure reporting at a national level on a range of student-based reports.

#### **Overview of the Role**

The DCU Quality Promotion Office (QPO) is seeking to appoint an Institutional Research and Analysis Officer to drive the delivery of high quality reporting and analysis to key stakeholders across the University. The post holder will report to the Director of Quality Promotion and Institutional Research and will be a key member of a small and vibrant team within the University. The post-holder will work closely with the University's Senior Management team, and have regular briefings with the President, Deputy-President, and other members of the university's senior management team. In addition, the successful candidate will work in close collaboration with the university's Executive Deans, Associate-Deans, Faculties and Schools and key external stakeholders.

#### **Duties and Responsibilities**

The duties and responsibilities will include, but are not restricted, to the following:

- Responsibility for the development and delivery of a wide range of performance-focused, high quality reporting and analysis to relevant internal and external stakeholders including Senior Management, Executive, Deans and Heads of Schools/units
- Responsible for the delivery of statutory report and data returns on behalf of the institution to the HEA, Department of Education and Science and other government agencies.
- Contributing to the development of reporting dashboard using data-visualisation tools (e.g. Tableau, Microsoft BI)
- Development of analysis and business reporting to support key institutional processes, including quality reviews, strategic planning, benchmarking and other performance reporting.
- Working closely with external agencies and stakeholders (IUA, HEA and others) to contribute to higher education analysis and intelligence
- Providing advice and support for the implementation of various feedback mechanisms for the university including staff and student surveys, and data analysis of both quantitative and qualitative data, in addition to modelling outcomes where necessary
- Keeping abreast of, and contributing to sectoral best-practice in relation to approaches to institutional research and higher education

### **Qualifications and Experience**

Candidates must have a primary degree or equivalent (NFQ Level 7), in an appropriate area such as data analysis, strategic planning, market research, business planning, research methods or data analytics plus 3 years' relevant experience.

### **In addition, the ideal candidate will have**

- Demonstrated relevant experience working to extract analyses from data, and an ability to select, adapt, and apply appropriate quantitative and qualitative approaches to provide meaningful analysis and reporting on results
- A good understanding of the development and reporting of key performance indicators and performance focused benchmarking
- Experience in survey design, fieldwork, and analysis, and the ability to decipher key trends within data in a fast moving and complex environment.
- Strong communication skills, with a capacity to present complex ideas and research findings clearly and concisely in oral and written form, depending upon the need, to satisfy a variety of audiences, including the University's senior management team
- Ability to work accurately and on one's own initiative while meeting schedules and time lines
- Proven project management skills in developing cross-institutional approaches to data collection, reporting and analysis
- Ability to critically evaluate and select best approaches to support the delivery of analysis, depending upon institutional needs.
- A high level of proficiency in desk-top based analysis and presentation tools, which must include Excel, Word, PowerPoint
- Experience in the use of statistical and data visualisation software including SPSS, Tableau, Microsoft Power BI is an advantage
- Demonstrated interpersonal skills and an ability to build and maintain excellent working relationships

### **Mandatory Training:**

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health and Safety and Data Protection (GDPR). In addition, depending on experience and skillset, the post holder may require training in the following areas:

- Training in the development of dashboards and reports on data visualisation tools, e.g. Microsoft Power BI
- Presentation skills
- Advanced report writing skills
- Internal training on statutory report configuration and completion

Other training may need to be undertaken when required.