JOB DESCRIPTION

Change Analyst (Grade V)
Student Information System Programme
Office of the Vice President of Academic Affairs
Fixed Term Three Year Contract

Dublin City University www.dcu.ie is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

The Vice President Academic Affairs
The Vice President Academic Affairs (Registrar) is the senior officer of the University responsible to the President for the management of the academic business of the University. Working with senior colleagues, the VPAA (Registrar) has overall responsibility for the regulation and development of courses and programmes, examinations and assessments, and all matters relating to students and their studies.

Role Profile
The Change Analyst will support the Change Management & Communications work stream for the Student Information System (SIS) Programme. This work stream will enable the SIS Programme to deliver a University wide transformation; an end-to-end change which will build the core capabilities within DCU that will deliver new ways of working and significant behavioural change. This will be critical in ensuring that DCU progress from its current state to the desired state, with the right integration and ownership of the change. The role will report to the Change Management & Communications Lead.

The Change Analyst will be expected to carry out stakeholder and change impact assessments across the University in order to understand changes and gaps between the current state and future state. The post holder will also identify interventions to support any gaps identified in the change impact assessments and support the delivery of the change management strategy for the SIS Programme.

Duties and Responsibilities

The duties and responsibilities attaching to the post include but are not limited to the following:

- Conduct Change Impact Assessments for projects within the SIS Programme in line with the Change Impact Assessment framework.
- Design and facilitate workshops / meetings with the University departments and faculties to understand the extent of the changes proposed.
- Coordinate the Change Network and provide the Change Network with appropriate support and resources.
- Build and maintain relationships with stakeholders to facilitate buy-in and success of the programme. Perform regular reviews of programme stakeholders and provide on-going stakeholder support.
- Contribute to effective stakeholder management including the identification and management of risks and issues relating to stakeholders.
- Define Change Readiness Criteria and perform Change Readiness Assessments, mitigating any risks in advance of go-lives.
- Provide input and insight into the Business Readiness plan based on observations and outputs from Change Management activities.
- Manage the identification and delivery of change interventions to enable the transition, and adopt new ways of working.
- Support the Change Management & Communications Lead in the development and implementation of the Programme's Change Strategy and Change Plans.
- Support ongoing communications activities, including the development of communications items as per the SIS Programme Communications Strategy.
- Collaborate with other Delivery Streams through the facilitation of workshops and events.
- Identify opportunities for continuous improvement and document any lessons learned.

The above attempts to outline in a broad way the range of duties associated with this post. While not being exhaustive, it does attempt to indicate the range and level of duties associated with the post.

Experience, Skills and Qualifications:
The post holder will have:
- A primary degree (NFQ Level 7) Qualification or equivalent in a related field
- A minimum of three years' relevant experience at a specialist level

In addition, the ideal candidate will have:
- Experience in Organisational Change Management, Change Impact Assessment and Change Readiness approaches
- Ability to work autonomously with ownership of outcomes for key projects
- Project Management skills and an ability to prioritise and handle multiple tasks
- Ability to work with a variety of stakeholders
- Skilled communicator (both written and verbal)
- Excellent teamwork and collaboration skills

- Excellent presentation and facilitation skills.

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