



**Institutional Research and Analysis Officer
Professional 6
Quality and Institutional Insights Office
Permanent Contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

DCU Quality and Institutional Insights Office

Reporting to the Deputy President, the Quality and Institutional Insights Office (QIO) has two distinct but inter-connected functions, quality enhancement and assurance and institutional research and insights.

A core function of the QIO is the promotion, support and facilitation of continuous quality improvement activities throughout the University. Working closely with the Quality Promotion Committee, the QIO plays a specific role in ensuring the University meets its statutory obligations regarding quality assurance and enhancement. The QIO coordinates and supports the University's 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. Since 2016, the remit of the QIO expanded to include the University's institutional research and analysis function and the coordination of activity in responding to and analysing DCU's performance in international university rankings. The QIO 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 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 post holder will report to the Director of Quality and Institutional Research and be a key member of a small and vibrant team within the University. The post-holder will work closely with the University's leadership team, and have regular briefings with the Deputy-President, Registrar and other members of DCU's Senior Management team. In addition, the successful candidate will work in close collaboration with stakeholders across all Faculties, Schools, professional units and external agencies and bodies.

Duties and responsibilities

The duties and responsibilities attached to the post 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, DCU Executive and Education Committee
- Responsible for the delivery of statutory reports and data returns on behalf of the institution to the HEA, Department of Further and Higher Education, Research, Innovation and Science and other government agencies
- Development of analysis and business reporting to support key institutional processes, including quality reviews, strategic planning and benchmarking activities
- 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
- Contributing to the development of Power BI reporting dashboards using data visualisation tools
- Provide day-to-day supervision, training and support for staff members associated with the institutional analysis function of the QIO, ensuring appropriate workloads are set and delivered.
- Working closely with the Director, develop a strategic plan for the institutional insights function that aligns with the University's Strategy.
- Develop and maintain standard operating procedures, guidance documents, training materials and other relevant documentation related to the institutional research and analysis function.
- Working closely with external agencies and stakeholders (IUA, HEA and others) to contribute to higher education analysis and intelligence and representing the University in relevant external fora.

- Keeping abreast of and contributing to sectoral best practice in relation to approaches to institutional research and higher education.

Qualifications, experience and skills required.

- A degree or postgraduate qualification in a relevant subject area, which should ideally include a focus on the following areas: data analysis, research methods, strategic planning, market research, business planning and/or data analytics.
- At least 5 years of relevant experience working on the selection, adaptation and application of appropriate quantitative and qualitative approaches, the analysis of data and the provision of meaningful analysis and reporting.
- The candidate will have 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.
- A skilled communicator, with a capacity to present complex ideas and research findings clearly and concisely in oral and written form to a variety of audiences, including university senior leadership.
- Ability to work accurately and independently while meeting schedules and timelines.
- Project management skills in developing cross-institutional approaches to data collection, reporting and analysis.
- A high level of proficiency in desktop analysis and presentation tools and the use of statistical and data visualisation software including Microsoft Power BI, SPSS and Tableau

Essential Training

- The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR) and all Cyber Security Awareness
- Training. Other training may need to be undertaken when required.