Training Manager
Student Information Systems (SIS) programme
Office of Vice-President Academic Affairs (Registrar)
Fixed-Term Contract up to 3 years

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.

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.

Student Information System (SIS)

This transformation will be enabled by effective and efficient business processes supported by a fully integrated Student Information System (SIS) which will support our objectives to create and sustain a globally engaged university.

The SIS programme 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.

To deliver on the transformational changes the SIS programme has been mobilised by the Office of the Vice President of Academic Affairs. This is a multi-year/multi-phase programme of work that underpins key elements of the DCU Strategy. The programme consists of Delivery Streams relating to business design and configuration, technology & integration, reporting, data, and change management.

Role Overview
A Project Management Office has been established to co-ordinate and lead delivery, financial, resource and risk management working closely with the SIS Programme Delivery Streams and the solution provider(s). The programme requires a Training Manager who will be responsible for leading the training delivery stream. This role will report to the SIS Programme Director.

Duties and Responsibilities:

- Conducts a training needs analysis across the University to provide an understanding of the training required across all functions and roles. This includes defining the skills, knowledge and experience required to enable staff to carry out new ways of working, along with determining the most appropriate delivery channels and overall effort required.
- Develops the training strategy and approach for the SIS Programme, based on industry best practice and using a blended approach to delivery, which should include classroom training, self-managed e-learning, simulations, webex, training manuals, Q&A hubs,1:1 coaching (and any other channels deemed appropriate).
- Develops bespoke, localised, training plans for each of the functions impacted by the SIS Programme (working closely with the Change Management and Communications Delivery Stream to understand the high-level needs of the users).
- Works collaboratively with the wider SIS Programme team and external vendors during the design and delivery of the training.
- Leads the design, development, delivery and evaluation of both soft skills and technical training material for all DCU audiences (including super user and end user training).
- Leads the design and delivery of train the trainer sessions across the change networks/working groups.
- Establishes post go live support for users of the system.
- Defines the training effectiveness measurement approach and key training performance indicators and monitors throughout the course of the SIS Programme (implementing changes based on ongoing feedback and evaluation).
- Manages any training-related risks, issues and dependencies and managing escalations appropriately.
- Responsible for the recruitment and day to day line management and professional development of relevant staff associated with the training delivery stream.

Candidate Requirements

The successful candidate will have:

- The equivalent of 5 years' technical training experience in the delivery of end-to-end training programmes for large scale technology transformations, to a wide range of users.
- Experience of at least two full training lifecycles, from defining the training strategy and performing the training needs analysis, through to the management of the delivery plans and evaluation of the training
- Ability to operate in an environment with tight deadlines, finite resource, comfortable with ambiguity and change.
- Ability to work effectively and collaboratively with a number of different teams, vendors and across locations.
- Solid understanding of training and development processes, including trends in digital capability development, adult learning theory and facilitation methods
- Applied knowledge of Learning and Content Management systems, web conferencing/webinar software, e-learning authoring tools

- Excellent project management planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload.
- Excellent communication skills - takes a consultative approach and is able to build relationships at all levels, up to and including Senior Management level.
- Excellent presentation and facilitation skills with Train the Trainer experience
- Strong influencing and negotiating skills.
- Primary degree or equivalent (NFQ level 7) with a relevant professional qualification (or equivalent evidence of experience)
- A professional qualification from the Chartered Institute of Personnel Development (or equivalent) is an advantage.
- Knowledge and experience of the Higher Education Sector (nationally and/or internationally) is not essential but is desirable.

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