



Applications are invited from suitably qualified candidates for the following position:

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 Systems

The 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:

See job description for full list of duties and responsibilities.

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.

Salary Scale: Administrator I, €53,960 - €76,622

**Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the relevant salary scale in line with current Government pay policy.*

Closing Date: Friday 5th February 2022

Informal Enquiries to: Mr Philip Browne, Programme Director, Student Information System (SIS), Dublin City University, Dublin 9. Tel: 353 1 700 8494; Email: Philip.browne@dcu.ie

Do not send applications to this address. Instead, apply using the procedure set out below.

Application Procedure: Application forms are available from the DCU Current Vacancies website at <https://www.dcu.ie/hr/vacancies/current.shtml>

Applications must be submitted by e-mail to hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line:

Job Ref #ST1464: Training Manager, Student Information System.

Dublin City University is an equal opportunities employer. In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes. The University’s Athena SWAN Bronze Award signifies the University’s commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)