



**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](http://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 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:

- At least 5 years' relevant experience, including experience in leading the design, delivery and execution of training to enable technology transformation for a wide range of users.
- Ability to perform a training needs analysis, define the training strategy, develop solutions, manage delivery plans and evaluate the success of training
- Ability to operate in an environment with tight deadlines, finite resources and be comfortable with managing risks and issues during times of ambiguity and change.

- Solid understanding of learning and development methodologies, including trends in digital capability development and facilitation methods
- Ability to work effectively and collaboratively with a number of different teams, vendors and across locations.
- 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
- Strong influencing and negotiating skills.
- Knowledge and experience of change management preferably within a large organisation.
- Experience of managing a team.
- 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.