



## **JOB DESCRIPTION**

### **Communications and E-Learning Outreach Officer**

### **Access Service - Student Support & Development**

### **Fixed Term Contract up to 9-months**

#### **Dublin City University**

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.

#### **Overview of the department**

Student Support and Development (SS&D) provides personal and professional development and support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the INTRA work placement office, Learning Support, Financial Assistance, Chaplaincy, the Student Health Centre, Disability & Learning Support, the Access Office and the Careers Service. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students/index.shtml>.

## **Role Profile**

The Communications and E-Learning Outreach Officer will report to the Head of Service (or their nominee). The role will liaise closely with the Access team, Access students, Student Support and Development Staff, and Heads of DCU School and Units. The role will include coordinating all e-learning activities, liaison with relevant stakeholders, event management, production and dissemination of related publications and responsibility for social media and online presence. It involves working with the DCU Access team to enhance participation, access and progression to third-level education and DCU of non-traditional student groups through DCU's extensive Outreach Programme.

The projects for which the post holder will be accountable are multifaceted and will evolve. The role involves dealing effectively with the various user and interest groups from staff, students (particularly non-traditional students), teachers and staff of voluntary and community organisations and corporate sponsors.

## **Duties and Responsibilities**

- Delivery of a multi-media curriculum and using online platforms for the provision of Access supports and initiatives to Schools and Communities, including the provision of CPD to teachers
- On-campus and in-school delivery of workshops promote third-level education and inform students on subject choice and career options.
- Running and delivering year-long projects to linked schools aimed at helping transition year students create projects to develop soft skills and learn about third level choices culminating in plenary events at the end of the academic year.
- Liaising with corporate, voluntary, government and community partners to advance and further develop relevant digital projects, including the DCU TY Programme.
- Coordinate the content, layout and design of Access Project Publications, online materials and Reports.
- Manages the ongoing development and promotion of DCU's Outreach Initiatives using social and digital media.
- Assist in the coordination and marketing of these projects and provide a coordinating role on event management of digital media related events for the Access Service.
- Liaise with staff and students on relevant Access projects and represent the Access Service at stakeholder meetings when required.
- Day-to-day management of project staff, including teaching assistants.

## **Qualifications and Experience**

### **Essential:**

- The Individual must have a Primary Degree or equivalent (NFQ Level 7) in an appropriate area.

### **Desirable:**

- The Individual ideally will have three years' relevant experience in a similar area.
- Full driving license with access to a car.
- A postgraduate qualification in e-learning or similar.
- A proven track record in e-learning with a good understanding of the use of digital technologies in a classroom context.
- Knowledge of web design principles and basic programming.

- A thorough knowledge of the barriers to higher education experienced by groups currently under-represented in higher education.
- Experience in delivering initiatives in a classroom or learning environment.
- Have an excellent understanding of creating content, designing and producing online and hard copy publications, and a good working knowledge of engaging with social media.
- Ability to multitask, prioritise tasks and work to deadlines.
- Excellent IT skills, including experience in developing and delivering online learning content for secondary school students.
- Extensive experience in developing collaborative activities and resources with a range of internal and external partners.
- High levels of creativity, innovation, motivation, proactivity and flexibility.
- An ability to work effectively as part of a wider team and have excellent communication skills.
- Flexible approach to work: some evening, lunch and weekend work will be required—a good understanding of social media as both a learning tool and a promotional tool.

## **Key Competencies**

Applicants will be assessed under the following competencies:

### **Knowledge of the Organisation/Sector**

The ability to continuously learn and understand the structures, processes and relationships within DCU. Has awareness of the issues impacting the educational sector. Is capable of representing their area within DCU and knows when to relay back relevant information.

### **Building & Maintaining Relationships**

Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU.

### **Personal Effectiveness/Excellence**

Continuously strives to learn about how things are done, why they are done that way and how the role impacts on everything. Is effective in planning and managing their workload.

### **Problem solving and Decision-Making**

Is capable of analysing and interpreting information to identify key issues when solving problems. Knows when to consult with others to inform decision-making.

## **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 required. The role is also subject to Garda Vetting.