



Applications are invited from suitably qualified candidates for the following position

**Student Support Advisor (Mature & FET)  
Professional 5  
Student Support & Development  
11 Month Fixed Term 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.

**Overview of the department**

The [DCU Student Advice and Learning Skills Centre \(SAL\)](#), a unit of [Student Support & Development](#), supports students holistically to reach their academic and personal potential through individual advice, guidance and development opportunities. It is the central triage point for student support queries and offers a walk-in and appointment advisory service.

Operating across two campuses, the unit is highly collaborative and works closely with colleagues to support the student experience across all stages. The multi-disciplinary team includes Student Support Advisors, Learning Skills Advisors and Academic Writing Coaches (DCU Writing Centre) who provide

individual support and group-based workshops on topics including study skills, learning and writing confidence, time management, resilience, mindset, motivation and exam/assessment success. Students also have access to a comprehensive series of digital resources and courses to support their student journey.

Our dynamic team of professionals actively responds to the diverse needs of DCU students and liaises closely with the faculties and other professional services units.

### **Role Profile**

SS&D is currently seeking a P5 Student Support Advisor on an eleven-month fixed term basis. Individuals will work as part of the Student Advice and Learning Skills team and will hold specific responsibility for supporting the needs of non-traditional entrants who enter through Mature and Further Education and Training (FET/QQI) routes and those who register for support post entry. On a day-to-day basis they will report to the Student Advice Team Manager and the Deputy Director of Student Support & Development.

As part of the wider Student Advice and Learning Skills Centre team, the Student Support Advisor will support students using an academic support framework for all students of the institution at undergraduate and postgraduate level, in collaboration with colleagues. The individual will be required to meet deadlines, work as part of a team and deal with a diverse and sensitive range of inquiries and at times work under pressure.

### **Duties and Responsibilities**

Please refer to the job description for a list of duties and responsibilities associated with this role.

### **Minimum Internal Service Criteria**

Please note that [internal service criteria](#) will apply. Please note staff must have successfully completed their probationary period.

### **In addition, the successful individual will ideally have:**

- The successful individual must hold a primary degree (NFQ Level 7) or equivalent and 3 years' relevant student support experience in a higher education setting, working on a one-to-one basis to enhance performance, confidence and success.
- A coaching qualification or similar qualification with coaching experience, foundation counselling skills would be a distinct advantage.
- Excellent written and verbal communication skills and interpersonal skills.
- Experience developing learning resources and delivering workshops.
- Working knowledge of the challenges facing diverse learners at university.
- Certified training in basic mental health first aid and suicide prevention e.g. HSE Safetalk and Asist suicide prevention programmes would be an advantage.

### **Skills and competencies**

- Excellent interpersonal skills, including communication and ability to work with students facing complex issues on a one-to-one basis.
- A knowledge of evidence-informed interventions in student support at university in line with international best practice.
- Excellent presentation skills for face-to-face and online sessions.
- Excellent time management, organisation and project management skills.
- Awareness and understanding of new resources, practices and issues in the Higher Education sector.

- Excellent IT Skills e.g. Microsoft Office, the Google Learning Suite, Virtual Learning Environments and website editing software.

### **Essential Training**

Essential training includes but is not limited to the following:

- Anti Racism Training
- Autism Awareness Training
- Child Protection Course (e-Learning)
- Dignity and Respect Ally Training
- Equality, Diversity and Inclusion Course (Essential eLearning)
- Identifying and Responding to Students in Distress or At Risk
- Sexual Misconduct Advisor Training

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

### **Salary Scale:**

Professional 5 - €54,041 - €65,109

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

**Closing date:** Friday, 1<sup>st</sup> December 2023

### **Additional Information**

Additional Information: Please note this role does not meet criteria for a Critical Skills permit as stipulated by the Department of Enterprise, Trade & Employment.

**For more information on DCU and benefits, please visit [Why work at DCU?](#)**

### **Informal Enquiries in relation to this role should be directed to:**

Ms Annabella Stover, Deputy Director of Student Support & Development, Dublin City University.

Email: [annabella.stover@dcu.ie](mailto:annabella.stover@dcu.ie)

### **Application Procedure:**

Application forms are available from the DCU Current Vacancies website at [https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check\\_logged\\_in=1](https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check_logged_in=1)

Applications should be submitted by e-mail with your completed application form to [annabella.stover@dcu.ie](mailto:annabella.stover@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:  
Job Ref #ST1942 Student Support Advisor (Mature & FET)**

***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](#)***

