



## **JOB DESCRIPTION**

### **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**

The duties and responsibilities of the position include, but are not restricted to, the following:

- Deliver specialised one-to-one support for students, specialising in supporting non-traditional entrants who enter through Mature and FE (QQI) routes and those who register for support post entry.
- Act as a key point of contact for students throughout their studies from point of acceptance.
- Provide support to students on an ongoing basis through their transition to university.
- Organise a programme of activities, events and supports based on needs to help students to develop the skills and confidence to succeed at university.
- Coordinate the running of the Head Start programme and needs assessment process.
- Proactively support students from point of acceptance and through key transition periods using an agreed structure of targeted supports and events.
- Record interactions, engagement, and feedback on service provided.
- Provide timely information to cohorts, working collaboratively with the Learning Skills team.
- Gather engagement interactions and report on trends and emerging needs.
- Liaise at a national level with bodies in the Higher Education sector.
- Liaise with other units within Student Support & Development, University units and services outside of the university.
- Represent the unit across various committee, professional bodies and events internally and externally.
- Work collaboratively with other student advisers, to ensure a coherent and consistent service is provided across the student body, sharing knowledge, experience and emerging needs.
- Work collaboratively across SS&D services, and with Programme Teams, to support transition and retention. Triage and signpost to other services (personal support, financial, wellbeing, academic etc.).
- Contribute as appropriate to cross-service and cross-unit collaboration on various SS&D and university-wide initiatives.
- Any other duties as required by the Deputy Director of Student Support & Development and the Dean of Students.

## Qualifications and Experience

In addition to the [internal service criteria](#), the desired individual will have:

- 2 years' relevant work experience working with individuals in a higher education setting working on a one-to-one basis to enhance performance, confidence and success.
- Excellent written and verbal communication skills and interpersonal skills.
- A coaching qualification or similar qualification with coaching experience, foundation counselling skills would be a distinct advantage.
- 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.