Director of Academic Information Systems
(Assistant Principal Officer)

Duties and Terms & Conditions of Employment

1. PREAMBLE

Mary Immaculate College (MIC) is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's offerings proliferate across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in nine undergraduate degree programmes and a multiplicity of postgraduate opportunities extending to doctoral level. Academic staff are engaged in a wide range of research interests which underpins all teaching and learning at the College.

MIC seeks to prepare its students for professional excellence and to nurture their capacity to lead flourishing lives.

2. CANDIDATE PROFILE & SCOPE OF THE POSITION

Mary Immaculate College wishes to fill the position of Director of Academic Information Systems on a full-time, permanent basis. This senior appointment will be made at Assistant Principal Officer grade.

This is a mission-critical systems management role within the College, requiring a high level of technical skill and an advanced level of ability to coordinate core academic and support systems. The successful candidate will play a decisive role in managing the imminent development of a new and bespoke Student Records System (SRS) and will be responsible for operational functioning and management of same on an ongoing basis. He/She will be the project leader for design, development and deployment of the new SRS and will oversee a multi-disciplinary project development team composed of internal stakeholders and external service providers. The post-holder will be called upon to develop a risk management framework, internal controls, operational protocols and practical and accessible Standard Operating Procedures (SOPs) for the full range of student information systems within the ambit of the College's Student Academic Administration division. He/She will serve as the interlocutor between the College Executive and its main strategic management and performance monitoring systems and the academic information systems functioning at operational level.

Reporting directly to the Vice President Academic Affairs, and working in close concert with the Student Academic Administration Manager, the Director of Student Information Systems will have responsibility for the deployment and coordination of personnel within the Student Academic Administration division who are engaged in maintaining the data integrity and functioning of all system modules of the SRS. Activities overseen in this regard will include: management of current

student academic enrolment information; retention of legacy data incorporating admission, registration, progression, and graduation information; student demographic information; and academic programme approval and modification data, particularly in terms of robust version control and navigability by third party users within the College.

Additionally, the Director will deliver day-to-day student information systems support to key users within the College including the Admissions Office and Registry, Office of the Assistant Registrar, Faculty Offices and Academic Departments, the Finance Office, the Student Life and Access Office functions, and the Research & Graduate School Office. The Director of Academic Information Systems will maintain a service-level partnership with the Director of ICT Services, which division provides day-to-day support enabling and servicing the technical operability of all digital / online academic information systems within the College, including the SRS.

The Director will act as the 'Business Owner' for academic information and data that illustrate related institutional performance outputs and he/she will enable strategic articulation between the College's academic information systems and the Quality Office (including the Institutional Data Analytics function), the Teaching & Learning Directorate and the Marketing and Communications services of the College. The Director will also be responsible for proactive support of the President's Office in the collation of key academic engagement data innate to the SRS for the purposes of governance and external reporting.

The post-holder will be throughly well versed in the information compliance imperatives deriving from statute and best practice in respect of the security, proper handling and integrity of data held across the full suite of academic information systems and he/she will work proactively with the Information Compliance Manager to ensure the institution's academic records – in all relevant forms - are managed and retained at the highest level of professional practice.

The successful candidate will be able to match high levels of technical competence and management capability with the attributes necessary to build excellent intra-institutional relationships with a wide variety of stakeholders in the College. The candidate will also be adept at inter-institutional partnership and delivering on the necessary requirements of the relationship between MIC and the University of Limerick, the College's Designated Awarding Body, in respect of data flow and reporting. Consequently the post-holder will be an outstanding communicator, a skilled enabler of results-oriented team work and an effective motivator.

The post-holder will be a person of the highest integrity and probity, able to assume primary responsibility for maintaining the security and confidentiality of sensitive data controlled by the College through its academic information systems.

In order to be considered for this position candidates must have:

(a) A relevant qualification which must provide applicants with practical knowledge and theory in at least one of the following: IT applications, data-base development, analytics, and project management;
(b) Experience of high-level administration / management of support service provision in the higher education sector;
(c) The ability to be conversant in systems and work-flows for academic admission, enrolment, and programme development in higher education settings;
(d) Proven ability to successfully manage and coordinate the work of multi-disciplinary teams to agreed outcomes;
(e) Demonstrable ability to lead and manage significant instances of change within complex organisational environments, including a capacity for inclusive consultation, consensus-building and persuasion towards sustainable and fit-for-purpose administrative systems;

(f) Evidence of direct experience of business planning, internal control and risk management;
(g) Proficiency and experience in developing and delivering qualitative and quantitative data gathering instruments;
(h) Skill-sets necessary to inform the design and efficient generation of reports drawn from large digital databases that are capable of positive impact at operational and strategic levels in complex organisations;
(i) A proven commitment to continuous quality assurance and the ability to demonstrate experience of introducing robust quality systems capable of comparison with benchmark standards of service provision in a sectoral context;
(j) Thorough familiarity with the national and international regulatory framework for information compliance the capacity to present evidence of enforcing data security in the context of current Data Protection and Freedom of Information legislation;
(k) Proven ability to work collaboratively and supportively with a wide variety of stakeholders, both internal and external to the enterprise, and at a multiplicity of seniority levels;
(l) Supervisory management experience and excellent people management skills;
(m) Excellent organisational skills with the proven ability to work to tight deadlines consistently;
(n) Excellent interpersonal, communication and peer relationship management skills.

Cuirfear fáilte roimh iarratais ó dhaoine go bhfuil dearcadh dearfach acu i leith na Gaeilge. Applications are welcome from people who have a positive outlook to the Irish language.

Candidates must clearly indicate in their applications how they meet each of the above criteria.

3. JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Vice President Academic Affairs, to whom he/she reports, and to whom he/she is responsible to for the performance of these duties in the first instance.

The appointee will report through the Vice President Academic Affairs to the College President and/or to such other College Officers as the President may designate from time to time. He/she will liaise with the Deans of Arts and Education, Associate Vice President Administration, Associate Vice President Research, Director of ICT Services, Heads of Departments, Course Leaders, heads of Professional Services functions, and other College personnel and relevant College bodies in carrying out the duties attaching to the post.

The reporting relationship is subject to review and may be altered from time to time, in line with service needs and developments in the College.

Duties and Responsibilities

- Design, deploy and lead a fit-for-purpose project delivery strategy for development of a new and bespoke Student Records System (SRS) in response to an implementation schedule based on the needs of the College;
- Assume responsibility for the operational functioning and management of the institutional SRS on an ongoing basis, upon its completion and introduction (including ongoing liaison with external service providers as agreed and where appropropriate);

- Implement and oversee operational continuity of the pilot Student Attendance Monitoring System (SAMS) and the newly introduced academic scheduling system;
- Review, renew and coordinate the operational effectiveness of all relevant academic information systems within an integrated framework that is capable of interfacing with all actual and potential beneficiaries across College functions (e.g. online, interactive version-controlled Book of Modules; a tightly coordinated student service access and referral system);
- Enhance and oversee a fit-for-purpose online academic programme development and modification work-flow;
- Coordinate the work of personnel based in Student Administrative Services who are engaged in the operation of academic information systems on a day-to-day basis and ensure access to relevant Continuous Professional Development (CPD) as required;
- Liaise, systematically, and in compliance with best standards of governance, with internal stakeholders that share a vested interest in the functioning of all academic information systems;
- Design and document Standard Operating Procedures (SOPs) and continuous quality assurance protocols for the effective and mission-relevant implementation of academic information systems and conduct regular review and enhancement exercises as appropriate and in line with the needs of the College;
- Develop a continuously iterative risk management framework (inclusive of mitigating action and documented internal controls) for academic information systems and provide the College's Governing Authority (through the Audit & Risk Committee) with quarterly reports on risk, internal control and audit activity.
- Develop, agree (in accordance with the relevant College procedures) and implement an Annual Operating Plan (AOP) based on an identified need for strategic enhancement as well as approved risk mitigation;
- Design, implement and monitor a fit-for-purpose Service Level Agreement (SLA) with ICT Services (and other divisions of the College, as relevant) towards service maintenance and procurement in accordance with ICT governance and statutory service procurement requirements;
- Liaise with the University of Limerick, in consultation with the Vice President of Academic Affairs (and other Senior Officers of the College, as appropriate) towards implementation of shared strategic and operational procedures for academic information generation and flow based on the requirements of the inter-institutional academic linkage;
- Oversee the provision of necessary reports comprising of outputs based on academic information required periodically / data aligned with Key Performance Indicators for internal and external stakeholders (e.g. College Executive; Governing Authority; Academic Council; University of Limerick; Higher Education Authority, etc.);
- Maintain current and comprehensive knowledge of relevant legislation, regulation and best practice by engaging proactively in CPD;
- Assume membership, *ex officio*, of the College's Strategic Planning Group (SPG).

The list of duties and responsibilities as detailed is not exhaustive. The performance of the entire range of duties is not necessarily confined to any one individual, as the work requires that the staff function in a flexible manner, and work together as a team. The College retains the right to assign new duties and/or to re-assign staff to other areas of the College, in response to service needs.

4. TERMS AND CONDITIONS

General

All persons employed will sign an appropriate contract, which will contain terms and conditions of the employment. A job description is given to all applicants for employment and this will form part of the contract documentation.

Place of Work

The place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the person appointed to work from any other location, including at MIC St. Patrick's Campus Thurles whose academic information systems are integral to the College as a whole and which the appointee will be required oversee on site as and when necessary. It is a requirement of the College that the appointee must reside within a reasonable of their place of work.

Exclusivity of Service and Outside Work

The person appointed will be required to devote his/her full-time attention and abilities to his/her duties during his/her working hours in the College, and to act in the best interest of the College at all times. Therefore, for as long as the successful applicant is employed by the College, he/she may not, without the prior written consent of the College, be actively engaged or concerned in any way, either directly or indirectly, in any other business or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the employee's duties.

The appointee will not, during his/her tenure of office, undertake paid outside work unless he/she has received the permission of the Vice President of Administration and Finance to undertake such work on the terms and conditions as agreed for the particular undertaking in question. In every case, it is the duty of the appointee to seek in writing the prior permission of the Vice President of Administration and Finance. It is also the duty, in every case, of the appointee to inform the person or body for whom the work is being undertaken, that the work is being conducted in a private capacity and that the College cannot in any circumstances be responsible for such work.

Probationary Period

The appointment is subject to satisfactory completion of the standard 9 month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of employment during the probationary period will be at the discretion of the College. An abridged version of the disciplinary procedure will apply to employees on probation who have been employed by the College for less than 12 months.

Hours of Attendance

Full time hours are 37 hours (net) per week.

The normal hours of duty are Monday to Thursday, 9am to 5.15pm and Friday 9am to 4.45pm with a 45 minute lunch break each day, however the nature of this senior appointment is such that additional attendance will be required from time to time which may include evening and occasional weekend attendance. No overtime will be paid for additional hours worked.

The College reserves the right to adjust starting and finishing times or days of duty to meet service needs.

Salary

The Salary scale for this position has been approved by the Department of Education & Skills and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

The grade for the post of Director of Academic Information Systems is Assistant Principal Officer. With effect from 1st April 2017, the annual salary scale for the grade of Assistant Principal Officer is:

€65,092; €66,271; €67,962; €70,248; €72,530; €73,846; €76,149 (LSI); €78,451 (LSI).

Salary will be paid on a monthly basis on the 2nd last bank working day of each month, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions and Pay Related Social Insurance (PRSI).

Superannuation

New entrants to the public service will be required to participate in the Single Public Service Pension Scheme and pay superannuation contributions at the appropriate rates in accordance with the provisions of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012.

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary. Details of the regulations concerning the Colleges' of Education Pension Scheme may be obtained from the College's Human Resources Office.

The mandatory retirement age for new entrant staff in employment in the public service after 1st January 2013 is 70 years. All other Members of the College's staff must retire at the age of 65.

Staff who are not eligible for membership of the Colleges' of Education Pension Scheme or the Single Public Service Pension Scheme may avail of a PRSA (Personal Retirement Savings Account). A designated PRSA provider has been nominated by the College and staff who are not eligible for membership of the aforementioned schemes should contact the Finance Office for further information on PRSA.

Annual Leave

The annual leave entitlement for this grade is 30 working days per leave year. Annual leave should be taken when students are off campus and the taking of leave must have the prior approval of the relevant Line Manager.

Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.

Sick Leave

Employees who have a minimum 3 months continuous employment with the College may be granted sick pay subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

Confidentiality

In the course of working in Mary Immaculate College, the person appointed may have access to, or hear information concerning staff and/or students, and/or the functioning and the business of the College. Such information acquired in the course of employment with the College, including any aspect of the College's responsibilities or operations, is considered to be confidential information. On no account must information concerning students, staff or other College business be divulged or discussed except in the performance of normal duty, and unless authorised to do so, this information shall not be communicated to a third party. In addition records must never be left in a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Health & Safety

Mary Immaculate College will ensure as far as reasonably practicable, a safe and healthy work environment. Therefore, it is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise him/herself with the Safety Statement.

Employees are obliged to wear the PPE (Personal Protective Equipment) they have been provided with and no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing or other equipment provided in the workplace for health and safety purposes. Employees are statutorily/legally obliged to ensure that any accidents/incidents which may occur are reported promptly to the Health and Safety Officer on the MIC Accident/Incident Report Form.

The person appointed to this post must fully participate in and attend all relevant work related health and safety training as may be required by the College.

College Policies, Rules and Regulations

The College is a Public Sector employer and is bound by National Agreements. It is also bound by regulations, circulars and directives issued on behalf of Government by the Department of Finance, the Department of Education & Skills and the Higher Education Authority.

Employees are at all times subject to the provisions of the College policies, rules and regulations. These policies include but are not confined to Discipline & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. These policies are outlined in the Staff Handbook for College employees. All employees are required to familiarise themselves with the contents of the Handbook, which is available via the Human Resources webpage on the College website.

Termination of Employment

At least three calendar months written notice is required to resign a post.

On the termination of employment but before departing from the College, staff members are required to return to the College all books, reports, memoranda, correspondence, papers, records, reports, files including data held on electronic files, computer disks, electronically recorded discs, and any other documentation, and all other property, including office keys, belonging to the College or relating to its business or affairs which are in the possession of a staff member or under his/her control when the employment is terminated.

5. APPLICATION AND SELECTION PROCESS

Method of Selection for Recommendation

The number of applications received for a position generally exceeds that required to fill the position and while a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the College may decide that only a limited number of candidates will be called to interview. In this respect the College will provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms appear to be most suitable for the position. An expert board will examine each application form against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in the candidate's own interest to provide a detailed and accurate account of qualifications/ experience on the application and clearly identify how they meet the specified candidate criteria.

The selection process may include an aptitude assessment of one or more of the essential competencies for the post.

A recommendation for appointment will be made by an Interview Board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which permanent and temporary appointments to this post may be filled during the life of the panel (12 months).

In the event that a recommendation for permanent appointment is not made by an interview board, the College reserves the right to appoint a suitable candidate, identified through the selection process, to the post on a fixed term basis.

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

Medical Examination

For the purpose of satisfying requirements as to health, successful candidates, before being appointed, may be required to undergo pre-employment health screening.

Garda Vetting

Successful applicants will be required to undergo Garda vetting if they have not already done so during employment with the College. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment.

Making of Applications

Application forms for this post may be downloaded from the Mary Immaculate College employee portal. A letter of application plus **five** copies of the completed application form must be submitted along with a letter of application. Email applications will **not** be accepted.

Applications must be submitted in typed format. Handwritten applications will **not** be accepted. Incomplete applications, including those submitted with fewer than the required number of copies, will **not** be accepted.

Applications must reach the Human Resources Office, Mary Immaculate College, South Circular Road, Limerick not later than

2pm on Monday, 13th November 2017

Late applications will **not** be accepted.

The College will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

Canvassing will disqualify. Any attempt by a candidate either personally or through any other person, on their behalf, to canvass or otherwise influence the outcome of the selection/interview process in his/her favour will lead to disqualification from the competition. Any representations made on behalf of a candidate, without his/her knowledge will be ignored.

Mary Immaculate College is an equal opportunities employer.

Candidates will be short-listed on the basis of information supplied.

October 2017