



JOB FAMILIES

Plan your journey

***Now that your role has been mapped,
let's explore the career options available to you...***

The **Career and Development Planning Tool** for UCD's Professional and Administrative roles has been developed as a self-service tool to support you to explore potential career paths and plan your development.

Showing progression through the 9 Career Levels, within each Job Family, the Tool captures 'Anchor Role Profiles' that list indicative experience, qualifications and competencies, and typical purpose and dimensions for that type of role.



The Anchor Role Profiles will support you with:

- ✓ ***Your development:*** Understand what job family and career level your role sits within and the typical competencies required to be effective for roles at your current career level, or to progress to the next level
- ✓ ***Your career:*** Understand more about the range of roles available within each Job Family, described in a common format.
- ✓ ***Your future job applications*:*** Identify the common skills and competencies needed to move into another role.
- ✓ ***Your learning*:*** Explore programme offerings from a competency perspective

Welcome

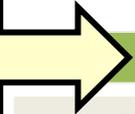
** From Academic year 18/ 19*

HOW TO USE THIS TOOL

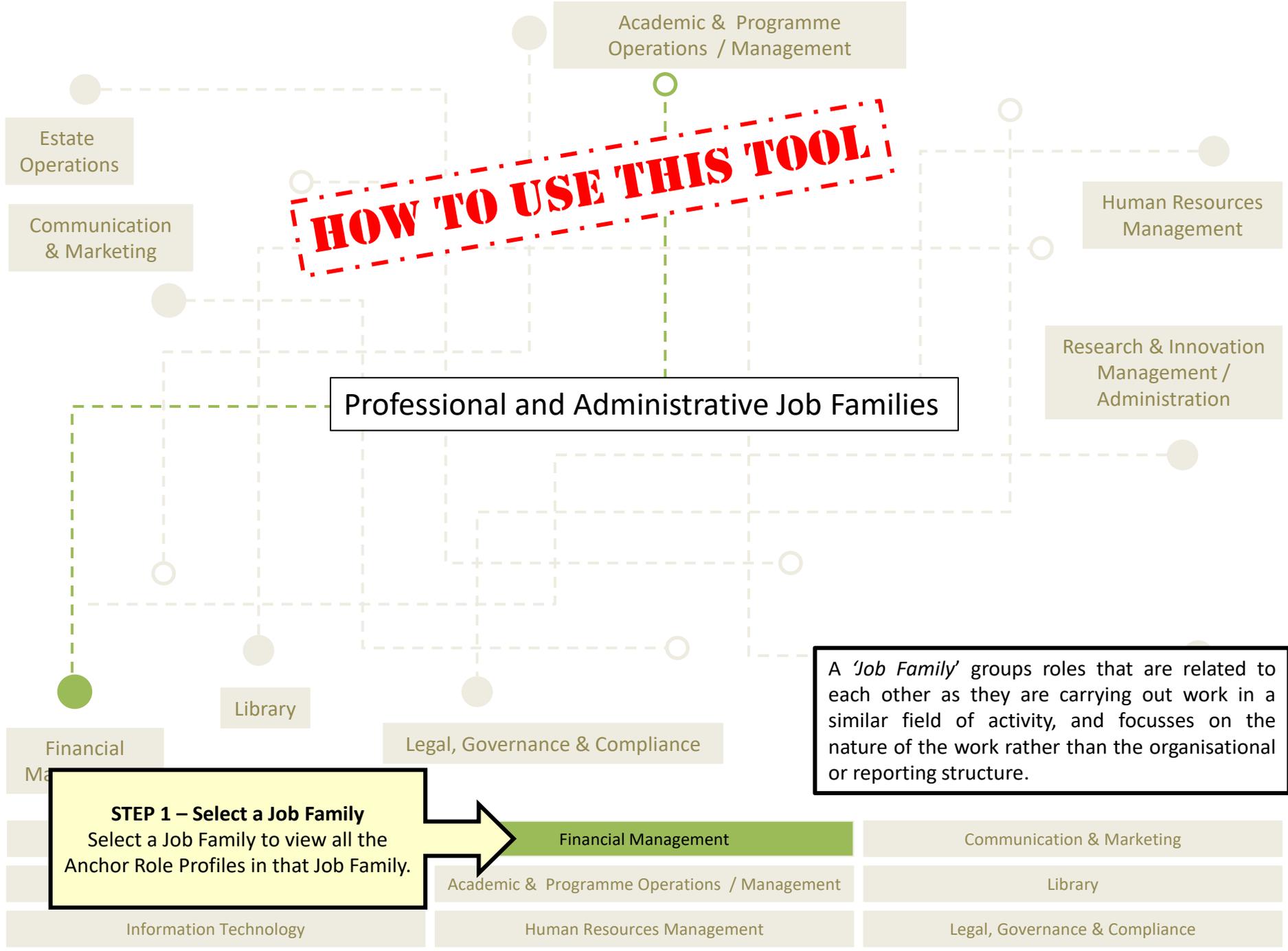
Professional and Administrative Job Families

A 'Job Family' groups roles that are related to each other as they are carrying out work in a similar field of activity, and focusses on the nature of the work rather than the organisational or reporting structure.

STEP 1 – Select a Job Family
 Select a Job Family to view all the Anchor Role Profiles in that Job Family.



Financial Management	Communication & Marketing
Academic & Programme Operations / Management	Library
Human Resources Management	Legal, Governance & Compliance



SAMPLE FAMILY – Career Level 1

Role Purpose

STEP 2 - Select a Career Level

'Career level' is the term we use to describe the progressive levels of roles in each Job Family.

You can jump between Career Levels to learn more about the Anchor Role(s) at each level by clicking points on the line.

An 'Anchor Role PROFILE' is provided for each Career Level in each Job Family.

An Anchor Role Profile uses common language to describe the main/typical accountabilities, experience and qualifications for roles at that level in that Job Family along with the core and functional competencies required to fulfil those roles effectively.



You can go back to the Map and choose another Job Family at any point.

Core Competencies

Indicative Core Competencies & Proficiency Levels

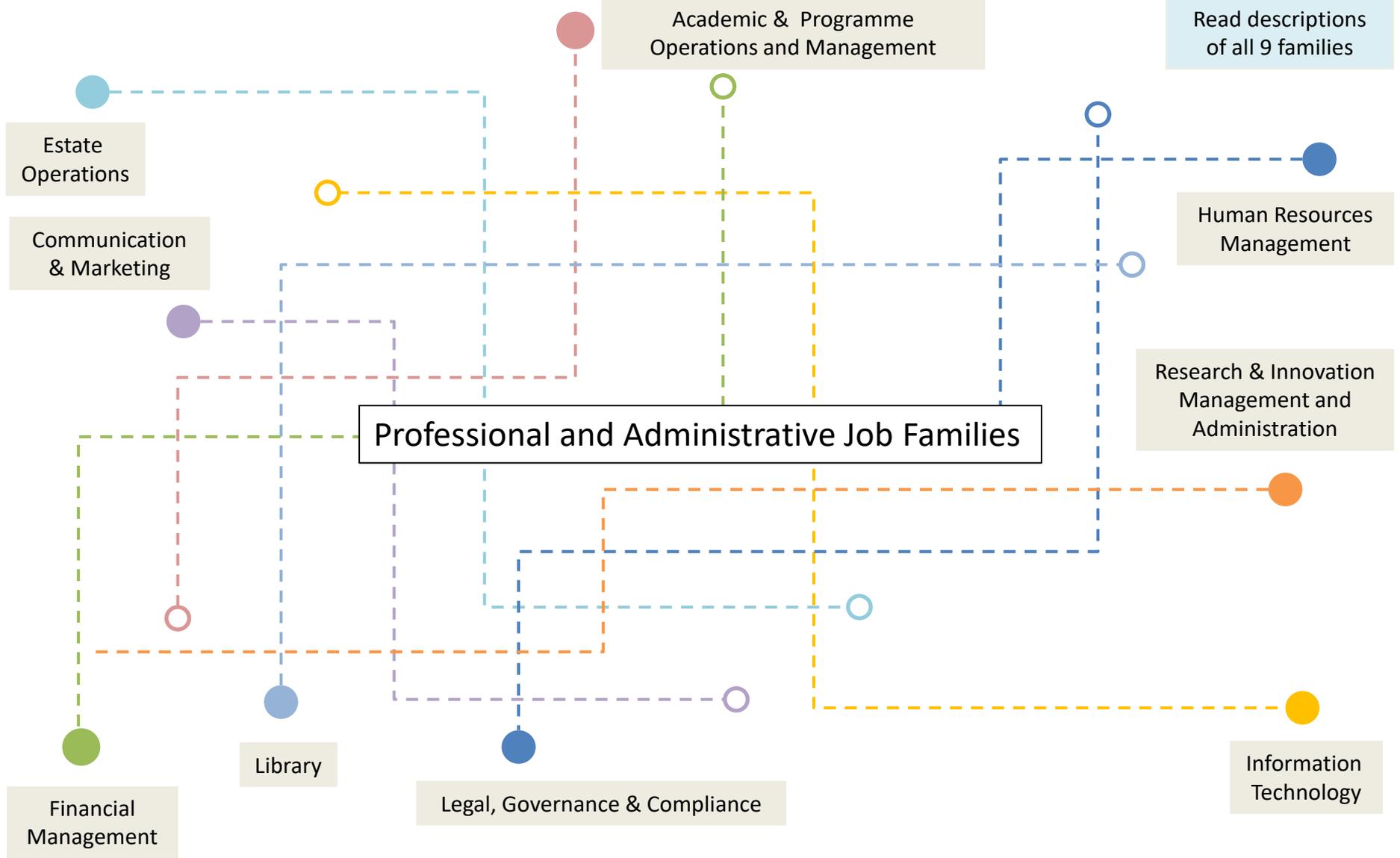
Functional Competencies

Indicative Functional Competencies & Proficiency Levels

To learn more about **Core or Functional Competencies** you can follow the help links at any point

Job Reference:





Read descriptions of all 9 families

Research & Innovation Management & Administration

Financial Management

Communication & Marketing

Estate Operations

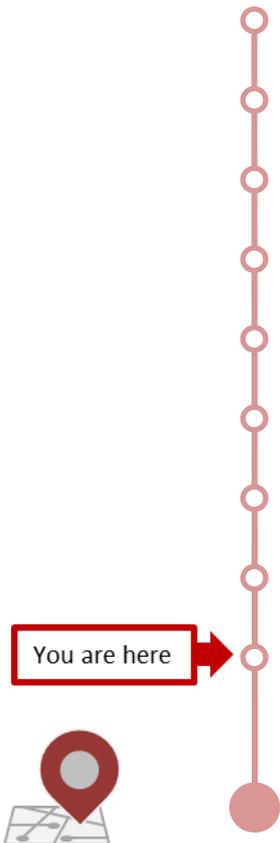
Academic & Programme Operations & Management

Library

Information Technology

Human Resources Management

Legal, Governance & Compliance



Academic & Programme Operations and Management– Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-1-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 1)
- Building Relationships (Proficiency Level 1)
- Organisational Awareness (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 1)
- Communicating Effectively (Proficiency Level 1)
- Taking Initiative (Proficiency Level 1)
- Service Focus & Innovation (Proficiency Level 1)

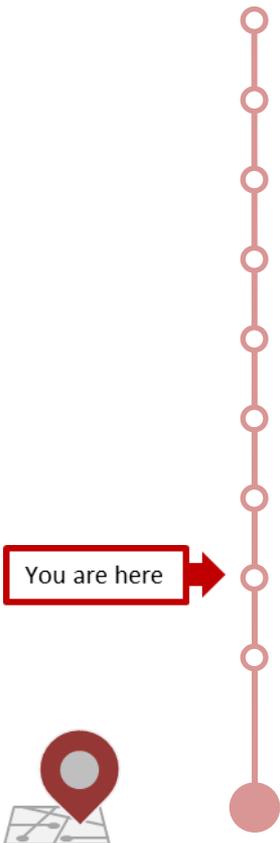
Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 1)
- Data Management (Proficiency Level 1)
- Operational Resilience (Proficiency Level 1)
- Support, Guidance and Advice (Proficiency Level 1)
- Technical Acumen (Proficiency Level 1)





Academic & Programme Operations and Management– Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-2-A

Core Competencies
Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 1)
- Building Relationships (Proficiency Level 1)
- Organisational Awareness (Proficiency Level 2)
- Planning & Organisation (Proficiency Level 2)
- Communicating Effectively (Proficiency Level 2)
- Taking Initiative (Proficiency Level 2)
- Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies
Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 1)
- Data Management (Proficiency Level 1)
- Operational Resilience (Proficiency Level 1)
- Support, Guidance and Advice (Proficiency Level 1)
- Technical Acumen (Proficiency Level 1)



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Academic & Programme Operations and Management– Career Level 3

Role Purpose
Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience
Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-3-A

Core Competencies
Indicative Core Competencies & Proficiency Levels

- Managing People (Proficiency Level 1)
- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 1)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 2)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 3)
- Taking Initiative (Proficiency Level 3)
- Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies
Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 2)
- Data Management (Proficiency Level 2)
- Operational Resilience (Proficiency Level 2)
- Support, Guidance and Advice (Proficiency Level 2)
- Technical Acumen (Proficiency Level 2)



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Academic & Programme Operations and Management– Career Level 4

Role Purpose
Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience
Typically, 4-5 years’ professional experience working in an academic & programme operations and management related role in either a large organisation or a third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-4-A

Core Competencies
Indicative Core Competencies & Proficiency Levels

- Managing People (Proficiency Level 1)
- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 2)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 3)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies
Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 3)
- Data Management (Proficiency Level 3)
- Operational Resilience (Proficiency Level 3)
- Support, Guidance and Advice (Proficiency Level 3)
- Technical Acumen (Proficiency Level 3)





Academic & Programme Operations and Management– Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years’ professional experience working in an academic & programme operations and management related role in either a large organisation or a third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-5-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Stakeholders (Proficiency Level 1)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 3)
- Building Relationships (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

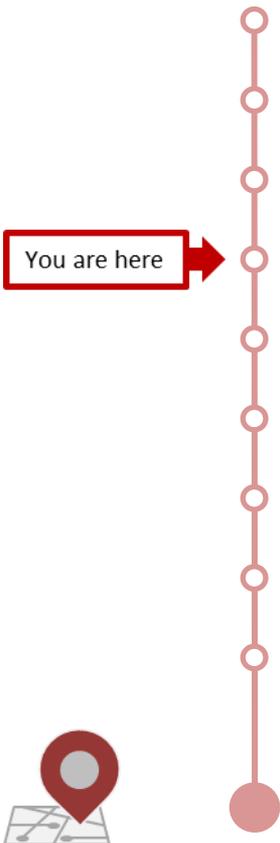


Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 3)
- Data Management (Proficiency Level 3)
- Operational Resilience (Proficiency Level 3)
- Support, Guidance and Advice (Proficiency Level 3)
- Technical Acumen (Proficiency Level 3)





Academic & Programme Operations and Management– Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years’ professional experience working in an academic & programme operations and management related role in either a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-6-A

Core Competencies
Indicative Core Competencies & Proficiency Levels

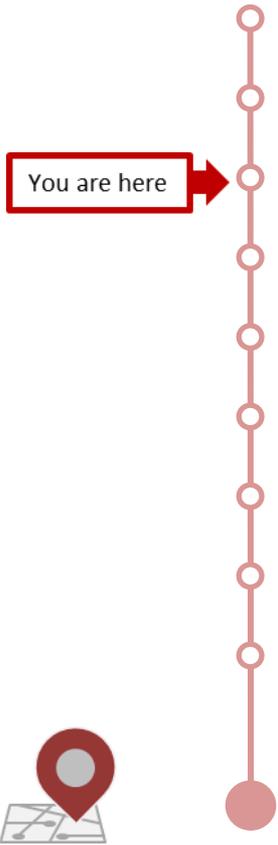
- Working Strategically (Proficiency Level 2)
- Leading People (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 2)
- Managing People (Proficiency Level 3)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 4)
- Building Relationships (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies
Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 4)
- Data Management (Proficiency Level 4)
- Operational Resilience (Proficiency Level 4)
- Support, Guidance and Advice (Proficiency Level 4)
- Technical Acumen (Proficiency Level 4)





Academic & Programme Operations and Management– Career Level 7

Role Purpose
 Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very ‘specialist’ skills who is both a manager and specialist.

Educational Qualifications & Experience
 Typically, 10-15 years’ professional experience, including 3 years’ operating at a senior level in a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-7-A

Core Competencies
Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 3)
- Leading People (Proficiency Level 3)
- Managing Stakeholders (Proficiency Level 3)
- Managing People (Proficiency Level 4)
- Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies
Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 3)
- Data Management (Proficiency Level 2)
- Operational Resilience (Proficiency Level 4)
- Support, Guidance and Advice (Proficiency Level 3)
- Technical Acumen (Proficiency Level 2)



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Academic & Programme Operations and Management– Career Level 8

Role Purpose
Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience
Typically, 15 years’ professional experience, including 5 years’ operating at a senior level in either a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-8-A

Core Competencies
Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 4)
- Leading People (Proficiency Level 3)
- Managing Stakeholders (Proficiency Level 3)
- Managing People (Proficiency Level 4)
- Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies
Indicative Functional Competencies & Proficiency Levels

- Business Analysis (Proficiency Level 3)
- Data Management (Proficiency Level 1)
- Operational Resilience (Proficiency Level 4)
- Support, Guidance and Advice (Proficiency Level 3)
- Technical Acumen (Proficiency Level 2)



You are here



Academic & Programme Operations and Management– Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

The **Academic & Programme Operations and Management** Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.

Job Reference: APOM-9-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Analysis (Proficiency Level 3)
Data Management (Proficiency Level 1)
Operational Resilience (Proficiency Level 4)
Support, Guidance and Advice (Proficiency Level 3)
Technical Acumen (Proficiency Level 2)



Communication & Marketing – Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a relevant third level degree.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

You are here



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-1-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 1)
- Building Relationships (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 1)
- Communicating Effectively (Proficiency Level 1)
- Taking Initiative (Proficiency Level 1)
- Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 1 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



Communication & Marketing – Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

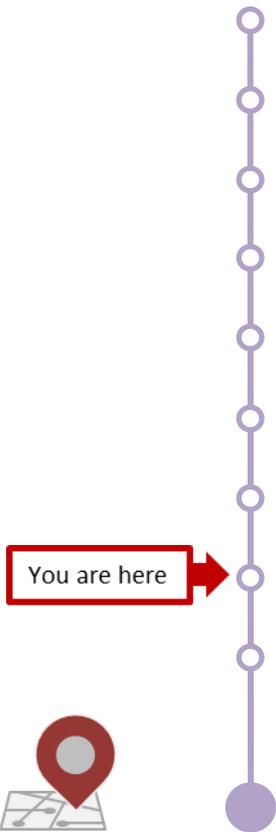
Typically, 2-3 years' professional experience working in either a large organisation or a third level institution and/or a relevant third level degree.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-2-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 1)
- Building Relationships (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 2)
- Communicating Effectively (Proficiency Level 2)
- Taking Initiative (Proficiency Level 2)
- Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 1 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



Communication & Marketing – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or a relevant third level degree (and a relevant post graduate qualification may be required).

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

You are here



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-3-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 1)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 3)
- Taking Initiative (Proficiency Level 3)
- Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 2 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



Communication & Marketing – Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

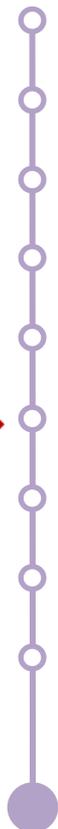
Typically, 4-5 years' professional experience working in a communication and marketing related role in either a large organisation or third level institution and a relevant third level degree (relevant post graduate qualification may be required).

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.



You are here



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-4-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 2)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 3)
Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 3, 1 at Proficiency Level 2 and 1 at Proficiency Level 1 from the following list:

Issue Management, Crisis & Risk Communication
Product Knowledge
Media Relations & Publicity
External Relations & Stakeholder Engagement
Communication
Marketing
Student Recruitment



Communication & Marketing – Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in a communication and marketing related role in either a large organisation or third level institution and a relevant third level degree (relevant post graduate qualification may be required).

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

You are here



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-5-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 3)
- Building Relationships (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 3)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 3 and 2 at Proficiency Level 2 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



Communication & Marketing – Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional experience working in a communication and marketing related role in either a large organisation or third level institution and a relevant third level degree (relevant post graduate qualification may be required).

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

You are here



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-6-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 2)
- Managing People (Proficiency Level 3)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 3, 1 at Proficiency Level 2 and 1 at Proficiency Level 1 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



Communication & Marketing – Career Level 7

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and a relevant fourth level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 2)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 3)
Managing Change (Proficiency Level 4)
Project Management (Proficiency Level 4)
Organisational Awareness (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 4, 1 at Proficiency Level 3 and 3 at Proficiency Level 2 from the following list:

Issue Management, Crisis & Risk Communication
Product Knowledge
Media Relations & Publicity
External Relations & Stakeholder Engagement
Communication
Marketing
Student Recruitment



You are here



The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-7-A

You are here



Communication & Marketing – Career Level 8

Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years’ professional experience, including 5 years’ operating at a senior level in either a large organisation or third level institution and a relevant fourth level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-8-A



Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 4)
- Leading People (Proficiency Level 4)
- Managing Stakeholders (Proficiency Level 4)
- Managing People (Proficiency Level 3)
- Managing Change (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 4, 2 at Proficiency Level 3 and 2 at Proficiency Level 2 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



You are here 



Communication & Marketing – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years’ professional experience, including 5 years’ operating at the most senior levels in either a large organisation or third level institution and a relevant fourth level degree.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

The **Communication & Marketing** Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.

Job Reference: CM-9-A



Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 4)
- Leading People (Proficiency Level 4)
- Managing Stakeholders (Proficiency Level 4)
- Managing People (Proficiency Level 4)
- Managing Change (Proficiency Level 4)
- Organisational Awareness (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 4, 1 at Proficiency Level 3 and 3 at Proficiency Level 2 from the following list:

- Issue Management, Crisis & Risk Communication
- Product Knowledge
- Media Relations & Publicity
- External Relations & Stakeholder Engagement
- Communication
- Marketing
- Student Recruitment



Estate Operations – Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

You are here



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-1-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 1)
Compliance & Governance (Proficiency Level 1)
Service Excellence (Proficiency Level 1)
Operational Excellence (Proficiency Level 1)



Estate Operations – Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing People (Proficiency Level 1)
Managing Change (Proficiency Level 1)
Project Management (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Communicating Effectively (Proficiency Level 2)
Taking Initiative (Proficiency Level 2)
Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 1)
Compliance & Governance (Proficiency Level 2)
Service Excellence (Proficiency Level 2)
Operational Excellence (Proficiency Level 2)



You are here



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-2-A

Estate Operations – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing People (Proficiency Level 1)
Managing Change (Proficiency Level 1)
Project Management (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Communicating Effectively (Proficiency Level 3)
Taking Initiative (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 2)
Compliance & Governance (Proficiency Level 2)
Service Excellence (Proficiency Level 3)
Operational Excellence (Proficiency Level 2)



You are here



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-3-A

Estate Operations – Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional experience working in an estate operations related role in either a large organisation or a third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Stakeholders (Proficiency Level 1)
Managing People (Proficiency Level 1)
Managing Change (Proficiency Level 1)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 2)
Compliance & Governance (Proficiency Level 3)
Service Excellence (Proficiency Level 3)
Operational Excellence (Proficiency Level 2)



You are here



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-4-A

Estate Operations – Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in an estate operations related role in either a large organisation or a third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Stakeholders (Proficiency Level 1)
Managing People (Proficiency Level 2)
Managing Change (Proficiency Level 2)
Project Management (Proficiency Level 3)
Building Relationships (Proficiency Level 3)
Organisational Awareness (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 3)
Compliance & Governance (Proficiency Level 3)
Service Excellence (Proficiency Level 4)
Operational Excellence (Proficiency Level 3)



You are here



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-5-A

Estate Operations – Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional experience working in an estate operations related role in either a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 2)
- Leading People (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 2)
- Managing People (Proficiency Level 3)
- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Business, Operational & Technical Acumen (Proficiency Level 3)
- Compliance & Governance (Proficiency Level 4)
- Service Excellence (Proficiency Level 4)
- Operational Excellence (Proficiency Level 4)



You are here



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-6-A

Estate Operations – Career Level 7

You are here

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 4)
Compliance & Governance (Proficiency Level 4)
Service Excellence (Proficiency Level 3)
Operational Excellence (Proficiency Level 3)



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-7-A

Estate Operations – Career Level 8

You are here



Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at a senior level in either a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-8-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 4)
Compliance & Governance (Proficiency Level 4)
Service Excellence (Proficiency Level 3)
Operational Excellence (Proficiency Level 3)



You are here

Estate Operations – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business, Operational & Technical Acumen (Proficiency Level 4)
Compliance & Governance (Proficiency Level 4)
Service Excellence (Proficiency Level 3)
Operational Excellence (Proficiency Level 3)



The **Estate Operations** Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.

Job Reference: EO-9-A

Financial Management – Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a relevant third level professional qualification.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

You are here



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-1-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 1)
Financial Reporting (Proficiency Level 1)
Audit (Proficiency Level 1)



Financial Management – Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional experience working in either a large organisation or a third level institution and/or a relevant third level professional qualification.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 2)
Taking Initiative (Proficiency Level 2)
Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 1)
Financial Reporting (Proficiency Level 1)
Audit (Proficiency Level 1)



You are here



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-2-A

Financial Management – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or a relevant third level professional qualification.

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 3)
Communicating Effectively (Proficiency Level 3)
Taking Initiative (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 2)
Financial Reporting (Proficiency Level 2)
Audit (Proficiency Level 1)



You are here



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-3-A

Financial Management – Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional experience working in a financial management related role in either a large organisation or a third level institution and a third level professional qualification.

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing People (Proficiency Level 1)
Managing Change (Proficiency Level 1)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 3)
Planning & Organisation (Proficiency Level 3)
Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 2)
Financial Reporting (Proficiency Level 2)
Audit (Proficiency Level 1)



You are here



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-4-A

Financial Management – Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in a financial management role in either a large organisation or a third level institution and a third level professional qualification.

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Stakeholders (Proficiency Level 1)
Managing People (Proficiency Level 2)
Managing Change (Proficiency Level 2)
Project Management (Proficiency Level 3)
Building Relationships (Proficiency Level 3)
Organisational Awareness (Proficiency Level 4)
Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 3)
Financial Reporting (Proficiency Level 3)
Audit (Proficiency Level 2)
Taxation (Proficiency Level 1)



You are here



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-5-A

Financial Management – Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional experience working in a financial management role in either a large organisation or third level institution and a third level professional qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 2)
Leading People (Proficiency Level 2)
Managing Stakeholders (Proficiency Level 2)
Managing People (Proficiency Level 3)
Managing Change (Proficiency Level 3)
Project Management (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 4)
Financial Reporting (Proficiency Level 4)
Audit (Proficiency Level 3)
Taxation (Proficiency Level 1)



You are here



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-6-A

Financial Management – Career Level 7

You are here



Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and a third level professional qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function..

The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-7-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 4)
Financial Reporting (Proficiency Level 4)
Audit (Proficiency Level 3)
Taxation (Proficiency Level 2)



Financial Management – Career Level 8

You are here



Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at a senior level in either a large organisation or third level institution and a third level professional qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-8-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change Proficiency (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 4)
Financial Reporting (Proficiency Level 4)
Audit (Proficiency Level 4)
Taxation (Proficiency Level 2)



You are here



Financial Management – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area, and more broadly as a member of the UMT.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a third level professional qualification.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Business Environment (Proficiency Level 4)
Financial Reporting (Proficiency Level 4)
Audit (Proficiency Level 4)
Taxation (Proficiency Level 2)



The **Financial Management Job Family** includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

Job Reference: FM-9-A

Human Resources Management – Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 2 and 2 at Proficiency Level 1 from the following list:

Compensation & Benefits
People & Organisation Development
HR Information Systems
Staffing
Performance Development
Employee Relations
Pensions
Change Management
Organisation Design
Talent Management/ Succession Planning
Job Grading/ Career & Promotions Pathways
Employee Engagement
Equality, Diversity and Inclusion



You are here



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-1-A

Human Resources Management – Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

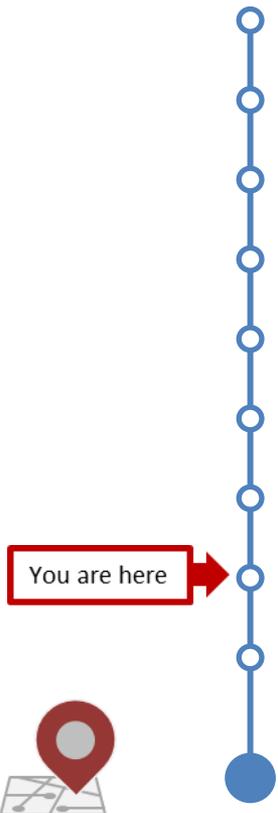
Typically, 2-3 years' professional experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-2-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 2)
Taking Initiative (Proficiency Level 2)
Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 2 and 3 at Proficiency Level 1 from the following list:

Compensation & Benefits
People & Organisation Development
HR Information Systems
Staffing
Performance Development
Employee Relations
Pensions
Change Management
Organisation Design
Talent Management/ Succession Planning
Job Grading/ Career & Promotions Pathways
Employee Engagement
Equality, Diversity and Inclusion



Human Resources Management – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or a third level degree.

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 3)
Communicating Effectively (Proficiency Level 3)
Taking Initiative (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 2/3 and 3 at Proficiency Level 1 from the following list:

Compensation & Benefits
People & Organisation Development
HR Information Systems
Staffing
Performance Development
Employee Relations
Pensions
Change Management
Organisation Design
Talent Management/ Succession Planning
Job Grading/ Career & Promotions Pathways
Employee Engagement
Equality, Diversity and Inclusion



You are here



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-3-A

Human Resources Management – Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional experience working in a human resources management related role in either a large organisation or a third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

You are here



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-4-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing People (Proficiency Level 1)
Managing Change (Proficiency Level 1)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 3)
Planning & Organisation (Proficiency Level 3)
Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 2/3 and 4 at Proficiency Level 1 from the following list:

Compensation & Benefits
People & Organisation Development
HR Information Systems
Staffing
Performance Development
Employee Relations
Pensions
Change Management
Organisation Design
Talent Management/ Succession Planning
Job Grading/ Career & Promotions Pathways
Employee Engagement
Equality, Diversity and Inclusion



Human Resources Management – Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in a human resources management role in either a large organisation or a third level institution and a third level degree.

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Stakeholders (Proficiency Level 1)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 3)
- Building Relationships (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

3 Functional Competencies at Proficiency Level 2/3 and 4 at Proficiency Level 1 from the following list:

- Compensation & Benefits
- People & Organisation Development
- HR Information Systems
- Staffing
- Performance Development
- Employee Relations
- Pensions
- Change Management
- Organisation Design
- Talent Management/ Succession Planning
- Job Grading/ Career & Promotions Pathways
- Employee Engagement
- Equality, Diversity and Inclusion



You are here



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-5-A

Human Resources Management – Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

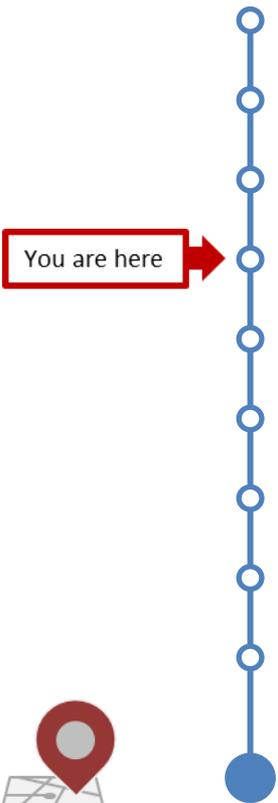
Typically, 7-10 years' professional experience working in a human resources management related role in either a large organisation or third level institution and a degree in HR or related discipline.

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-6-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 2)
- Leading People (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 4)
- Building Relationships (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

3 Functional Competencies at Proficiency Level 3 or 4 and 5 at Proficiency Level 1 from the following list:

- Compensation & Benefits
- People & Organisation Development
- HR Information Systems
- Staffing
- Performance Development
- Employee Relations
- Pensions
- Change Management
- Organisation Design
- Talent Management/ Succession Planning
- Job Grading/ Career & Promotions Pathways
- Employee Engagement
- Equality, Diversity and Inclusion



Human Resources Management – Career Level 7

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and a degree in HR or related discipline.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

3 Functional Competencies at Proficiency Level 3/4 and 6 at Proficiency Level 2 from the following list:

Compensation & Benefits
People & Organisation Development
HR Information Systems
Staffing
Performance Development
Employee Relations
Pensions
Change Management
Organisation Design
Talent Management/ Succession Planning
Job Grading/ Career & Promotions Pathways
Employee Engagement
Equality, Diversity and Inclusion



You are here



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-7-A

Human Resources Management – Career Level 8

You are here



Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at a senior level in either a large organisation or third level institution and a master's degree in HR or equivalent business discipline.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-8-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 4)
- Leading People (Proficiency Level 3)
- Managing Stakeholders (Proficiency Level 3)
- Managing People (Proficiency Level 4)
- Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

4 Functional Competencies at Proficiency Level 3/4 and 6 at Proficiency Level 2 from the following list:

- Compensation & Benefits
- People & Organisation Development
- HR Information Systems
- Staffing
- Performance Development
- Employee Relations
- Pensions
- Change Management
- Organisation Design
- Talent Management/ Succession Planning
- Job Grading/ Career & Promotions Pathways
- Employee Engagement
- Equality, Diversity and Inclusion



You are here



Human Resources Management – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area, and more broadly as a member of the UMT.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a master's degree in HR or equivalent business discipline.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

4 Functional Competencies at Proficiency Level 4 and 6 at Proficiency Level 2 from the following list:

Compensation & Benefits
People & Organisation Development
HR Information Systems
Staffing
Performance Development
Employee Relations
Pensions
Change Management
Organisation Design
Talent Management/ Succession Planning
Job Grading/ Career & Promotions Pathways
Employee Engagement
Equality, Diversity and Inclusion



The **Human Resources Management** Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.

Job Reference: HRM-9-A

Information Technology – Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional IT or customer services experience working in either a large organisation or a third level institution and/or an IT related third level qualification.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

You are here



The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-1-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 1 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



Information Technology – Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional IT experience working in either a large organisation or a third level institution and/or an IT related third level qualification.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 2)
Taking Initiative (Proficiency Level 2)
Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 1 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



You are here



The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-2-A

Information Technology – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional IT experience working in either a large organisation or a third level institution and/or an IT related third level qualification.

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

You are here



The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-3-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 3)
Taking Initiative (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



Information Technology – Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional experience working in an IT related role in either a large organisation or a third level institution and an IT related third level qualification.

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 2)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 3)
Planning & Organisation (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



You are here



The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-4-A

Information Technology – Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in an IT related role in either a large organisation or a third level institution and an IT or business related third level qualification.

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

You are here



The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-5-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Stakeholders (Proficiency Level 1)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 3)
- Building Relationships (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 3 from the following list:

- Infrastructure & Cloud
- Networking & IT Security
- Enterprise Architecture
- Programming & Web Development
- Business Analysis
- Data Management & Business Intelligence / Analytics
- Multimedia
- Software support & Training
- Educational Technology
- Pedagogical



Information Technology – Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional experience working in an IT related role in either a large organisation or third level institution and an IT or business related third level qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 2)
- Leading People (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 2)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 4)
- Building Relationships (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 4 from the following list:

- Infrastructure & Cloud
- Networking & IT Security
- Enterprise Architecture
- Programming & Web Development
- Business Analysis
- Data Management & Business Intelligence / Analytics
- Multimedia
- Software support & Training
- Educational Technology
- Pedagogical



You are here



The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-6-A

Information Technology – Career Level 7

You are here

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and an IT or business related third level qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-7-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 3)
Project Management (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 3 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



Information Technology – Career Level 8

You are here

Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at a senior level in either a large organisation or third level institution and an IT related master's degree or business discipline.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-8-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



You are here



Information Technology – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and an IT related master's degree or business discipline.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-9-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



Legal, Governance & Compliance– Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or

- A third level degree (**Procurement**)
- A third level degree (**SIRC**)
- A third level degree (**Legal**)
- A third level degree (**Quality**)
- A third level degree (**University Secretariat**)

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Compliance & Governance (Proficiency Level 1)
Risk Management (Proficiency Level 1)
University Policies, Procedures & Practices (Proficiency Level 1)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-1-A

Legal, Governance & Compliance– Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional experience working in either a large organisation or a third level institution and/or

- A relevant technical degree (and a relevant post graduate qualification may be required) (**Procurement**)
- A relevant technical degree (and a masters or diploma in a specialist area may be required) (**SIRC**)
- A third level degree (**Legal**)
- A third level degree (**Quality**)
- A third level degree (**University Secretariat**)

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Project Management (Proficiency Level 1)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 2)
- Planning & Organisation (Proficiency Level 2)
- Communicating Effectively (Proficiency Level 2)
- Taking Initiative (Proficiency Level 2)
- Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Compliance & Governance (Proficiency Level 1)
- Risk Management (Proficiency Level 1)
- University Policies, Procedures & Practices (Proficiency Level 1)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-2-A

Legal, Governance & Compliance– Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or

- A relevant technical degree (and a relevant post graduate qualification may be required) (**Procurement**)
- A relevant technical degree (and a masters or diploma in a specialist area may be required) (**SIRC**)
- A third level degree (**Legal**)
- A third level degree (**Quality**)
- A third level degree (**University Secretariat**)

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Project Management (Proficiency Level 2)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 2)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 3)
- Taking Initiative (Proficiency Level 3)
- Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Compliance & Governance (Proficiency Level 2)
- Risk Management (Proficiency Level 2)
- University Policies, Procedures & Practices (Proficiency Level 2)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-3-A

Legal, Governance & Compliance– Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional experience working in a legal, governance and compliance related role in either a large organisation or a third level institution and

- A relevant technical degree (and a relevant post graduate qualification may be required) **(Procurement)**
- A relevant technical degree (and a masters or diploma in a specialist area may be required) **(SIRC)**
- A third level degree **(Legal)**
- A third level degree (evidence of CPD e.g. a professional diploma or Masters qualification is desirable) **(Quality)**
- A third level degree (evidence of CPD e.g. a professional diploma or Masters qualification is desirable) **(University Secretariat)**

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing People (Proficiency Level 1)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 3)
Organisational Awareness (Proficiency Level 3)
Planning & Organisation (Proficiency Level 3)
Communicating Effectively (Proficiency Level 4)
Taking Initiative (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Compliance & Governance (Proficiency Level 2)
Risk Management (Proficiency Level 2)
University Policies, Procedures & Practices (Proficiency Level 2)
Commercial Awareness & Acumen (Proficiency Level 1)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-4-A

Legal, Governance & Compliance– Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in a legal, governance and compliance related role in either a large organisation or a third level institution and

- A relevant technical degree (and a relevant post graduate qualification may be required) **(Procurement)**
- A relevant technical degree (and a masters or diploma in a specialist area may be required) **(SIRC)**
- A professional or technical qualification **(Legal)**
- A third level degree (evidence of CPD e.g. a professional diploma or Masters qualification is desirable) **(Quality)**
- A relevant third level degree (evidence of CPD e.g. a professional diploma or Masters qualification is desirable) **(University Secretariat)**

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 1)
- Managing Stakeholders (Proficiency Level 2)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Compliance & Governance (Proficiency Level 3)
- Risk Management (Proficiency Level 3)
- University Policies, Procedures & Practices (Proficiency Level 3)
- Commercial Awareness & Acumen (Proficiency Level 1)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-5-A

Legal, Governance & Compliance– Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional experience working in a legal, governance and compliance related role in either a large organisation or third level institution and

- A relevant technical degree (and a relevant post graduate qualification may be required) (**Procurement**)
- A relevant technical degree (and a masters or diploma in a specialist area may be required) (**SIRC**)
- All solicitor roles require the applicant to have qualified as a solicitor, be admitted to the role of solicitors and eligible for a practising certificate from the Law Society (**Legal**)
- A third level degree (and a masters or diploma in a specialist area may be required) (**Quality**)
- A relevant third level degree (and a masters or diploma in a specialist area may be required) (**University Secretariat**)

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 2)
- Leading People (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 3)
- Managing People (Proficiency Level 3)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

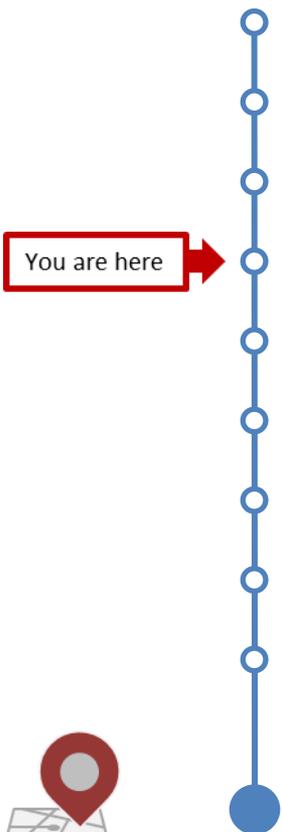


Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Compliance & Governance (Proficiency Level 3/4)*
- Risk Management (Proficiency Level 4)*
- University Policies, Procedures & Practices (Proficiency Level 3/4)*
- Commercial Awareness & Acumen (Proficiency Level 2)

**Proficiency level required is dependent on the area of expertise.*



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-6-A

Legal, Governance & Compliance– Career Level 7

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and a relevant degree (and a masters or postgraduate diploma in the specialist area may be required).

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)
Project Management (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Compliance & Governance (Proficiency Level 4)
Risk Management (Proficiency Level 4)
University Policies, Procedures & Practices (Proficiency Level 4)
Commercial Awareness & Acumen (Proficiency Level 2)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-7-A

Legal, Governance & Compliance– Career Level 8

You are here



Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at a senior level in either a large organisation or third level institution and a relevant degree (and a masters or postgraduate diploma in the specialist area may be required or a Chartered Secretary membership).

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-8-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Compliance & Governance (Proficiency Level 4)
Risk Management (Proficiency Level 4)
University Policies, Procedures & Practices (Proficiency Level 4)
Commercial Awareness & Acumen (Proficiency Level 3)



You are here



The **Legal, Governance & Compliance** Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.

Job Reference: LGC-9-A

JOB FAMILIES

Legal, Governance & Compliance– Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a relevant degree (and a masters or postgraduate diploma in the specialist area may be required or a Chartered Secretary membership).

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Compliance & Governance (Proficiency Level 4)
Risk Management (Proficiency Level 4)
University Policies, Procedures & Practices (Proficiency Level 4)
Commercial Awareness & Acumen (Proficiency Level 4)



Library – Career Level 1

No role at Level 8 in this family

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional library or customer services experience working in either a large organisation or a third level institution and/or a third level qualification.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

You are here



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-1-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Collection Management & Development (Proficiency Level 1)
Information Literacy & Development (Proficiency Level 2)
Information Technology Skills (Proficiency Level 1)



Library – Career Level 2

No role at Level 8 in this family

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional library experience working in either a large organisation or a third level institution and/or a third level qualification.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing People (Proficiency Level 2)
Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 2)
Taking Initiative (Proficiency Level 2)
Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Managing & Organising Knowledge & Information (Proficiency Level 1)
Collection Management & Development (Proficiency Level 2)
Information Literacy & Development (Proficiency Level 2)
Information Technology Skills (Proficiency Level 2)



You are here



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-2-A

Library – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional library experience working in either a large organisation or a third level institution and/or **EITHER**

A recognised post-graduate library qualification as recognised by the [Library Association of Ireland](#).

OR

Archivists require a postgraduate qualification in archives administration a recognised by the [Archives and Records Association](#).

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 1)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 2)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 3)
- Taking Initiative (Proficiency Level 3)
- Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Managing & Organising Knowledge & Information (Proficiency Level 2)
- Collection Management & Development (Proficiency Level 3)
- Information Literacy & Development (Proficiency Level 3)
- Information Technology Skills (Proficiency Level 3)
- Research & Contribution to the Profession (Proficiency Level 2)



No role at Level 8 in this family

You are here



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-3-A

Library – Career Level 4

No role at Level 8 in this family

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional library experience working in either a large organisation or a third level institution and **EITHER**

A recognised post-graduate library qualification as recognised by the [Library Association of Ireland](#).

OR

Archivists require a postgraduate qualification in archives administration a recognised by the [Archives and Records Association](#).

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 2)
- Building Relationships (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 3)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Managing & Organising Knowledge & Information (Proficiency Level 3)
- Collection Management & Development (Proficiency Level 3)
- Information Literacy & Development (Proficiency Level 3)
- Information Technology Skills (Proficiency Level 3)
- Research & Contribution to the Profession (Proficiency Level 2)



You are here



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-4-A

Library – Career Level 5

No role at Level 8 in this family

You are here



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-5-A

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in a library related role in either a large organisation or a third level institution and a third level qualification and a recognised post-graduate library qualification as recognised by the [Library Association of Ireland](#).

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 2)
- Project Management (Proficiency Level 3)
- Building Relationships (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)
- Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

- Managing & Organising Knowledge & Information (Proficiency Level 3)
- Collection Management & Development (Proficiency Level 3)
- Information Literacy & Development (Proficiency Level 3)
- Information Technology Skills (Proficiency Level 3)
- Research & Contribution to the Profession (Proficiency Level 3)



Library – Career Level 6

No role at Level 8 in this family

You are here

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional library experience working in either a large organisation or a third level institution and **EITHER**

A recognised post-graduate library qualification as recognised by the [Library Association of Ireland](#).

OR

Archivists require a postgraduate qualification in archives administration a recognised by the [Archives and Records Association](#).

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 2)
Leading People (Proficiency Level 2)
Managing Stakeholders (Proficiency Level 2)
Managing People (Proficiency Level 3)
Managing Change (Proficiency Level 3)
Project Management (Proficiency Level 4)
Building Relationships (Proficiency Level 4)
Organisational Awareness (Proficiency Level 4)
Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Managing & Organising Knowledge & Information (Proficiency Level 4)
Collection Management & Development (Proficiency Level 4)
Information Literacy & Development (Proficiency Level 4)
Information Technology Skills (Proficiency Level 4)
Research & Contribution to the Profession (Proficiency Level 3)



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-6-A

Library – Career Level 7

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and a third level qualification and a recognised post-graduate library qualification as recognised by the [Library Association of Ireland](#).

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

Managing & Organising Knowledge & Information (Proficiency Level 4)
Collection Management & Development (Proficiency Level 4)
Information Literacy & Development (Proficiency Level 4)
Information Technology Skills (Proficiency Level 4)
Research & Contribution to the Profession (Proficiency Level 4)



No role at Level 8 in this family

You are here



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-7-A

You are here

No role at Level 8 in this family

Library – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a recognised post-graduate library qualification as recognised by the [Library Association of Ireland](#).

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)
Communicating Effectively (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

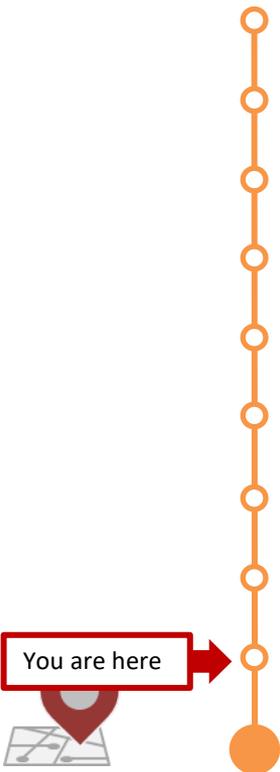
Indicative Functional Competencies & Proficiency Levels

Managing & Organising Knowledge & Information (Proficiency Level 4)
Collection Management & Development (Proficiency Level 4)
Information Literacy & Development (Proficiency Level 4)
Information Technology Skills (Proficiency Level 4)
Research & Contribution to the Profession (Proficiency Level 4)



The **Library** Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.

Job Reference: LIB-9-A



Research & Innovation Management and Administration– Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-1-A

Core Competencies
Indicative Core Competencies & Proficiency Levels (PL)

- Project Management (Proficiency Level 1)
- Organisational Awareness (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 1)
- Communicating Effectively (Proficiency Level 1)
- Taking Initiative (Proficiency Level 1)
- Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

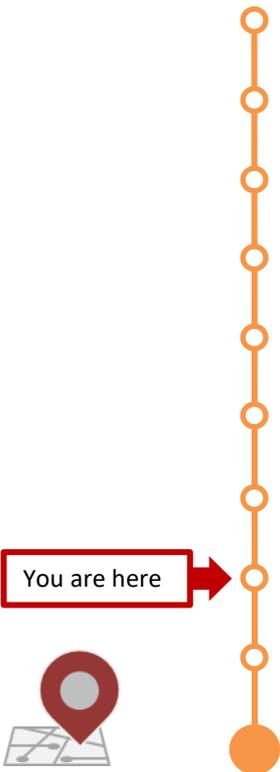


Functional Competencies
Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 1 from the following list:

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills





Research & Innovation Management and Administration– Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years’ professional experience working in either a large organisation or a third level institution and/or a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-2-A

Core Competencies
Indicative Core Competencies & Proficiency Levels (PL)

- Project Management (Proficiency Level 1)
- Organisational Awareness (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 2)
- Communicating Effectively (Proficiency Level 2)
- Taking Initiative (Proficiency Level 2)
- Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies
Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 2 from the following list:

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills



You are here



Research & Innovation Management and Administration– Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional experience working in either a large organisation or a third level institution and/or a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-3-A



Core Competencies

Indicative Core Competencies & Proficiency Levels (PL)

- Project Management (Proficiency Level 2)
- Organisational Awareness (Proficiency Level 1)
- Planning & Organisation (Proficiency Level 3)
- Communicating Effectively (Proficiency Level 3)
- Taking Initiative (Proficiency Level 3)
- Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 2 and 2 at Proficiency Level 1 from the following list:

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills



You are here



Research & Innovation Management and Administration– Career Level 4

Role Purpose
Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience
Typically, 4-5 years’ professional experience working in a research and innovation management/ administration related role in either a large organisation or a third level institution and a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-4-A

Core Competencies
Indicative Core Competencies & Proficiency Levels (PL)

	<u>Generalist</u>	<u>Specialist</u>
Project Management	PL2	PL2
Building Relationships	PL2	PL2
Organisational Awareness	PL2	PL2
Planning & Organisation	PL3	PL3
Communicating Effectively	PL4	PL4
Taking Initiative	PL4	PL4
Service Focus & Innovation	PL3	PL3

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies
Indicative Functional Competencies & Proficiency Levels

For Generalist roles: 3 Functional Competencies at Proficiency Level 2

For Specialist roles: 1 Functional Competency at Proficiency Level 3 and 2 at Proficiency Level 1

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills





Research & Innovation Management and Administration– Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.

OR

- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years’ professional experience working in a research and innovation management/ administration related role in either a large organisation or a third level institution and a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-5-A

Core Competencies

Indicative Core Competencies & Proficiency Levels (PL)

	<u>Generalist</u>	<u>Specialist</u>
Managing Stakeholders	PL2	PL2
Leading People		PL1
Managing People	PL2	
Managing Change	PL2	PL2
Project Management	PL3	PL3
Building Relationships	PL2	PL3
Organisational Awareness	PL3	PL3
Service Focus & Innovation	PL4	PL4

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

For Generalist roles: 3 Functional Competencies at Proficiency Level 2 and 2 at Proficiency Level 1

For Specialist roles: 1 Functional Competency at Proficiency Level 3 and 2 at Proficiency Level 2

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted R&I Skills





Research & Innovation Management and Administration– Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.
- OR
- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years’ professional experience working in a research and innovation management/ administration related role in either a large organisation or a 3rd level institution and a 3rd level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-6-A

Core Competencies

Indicative Core Competencies & Proficiency Levels (PL)

	<u>Generalist</u>	<u>Specialist</u>
Working Strategically	PL2	PL2
Managing Stakeholders	PL3	PL3
Managing People	PL2	
Managing Change	PL3	PL3
Building Relationships	PL3	PL4
Organisational Awareness	PL4	PL4
Leading People	PL2	PL1

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

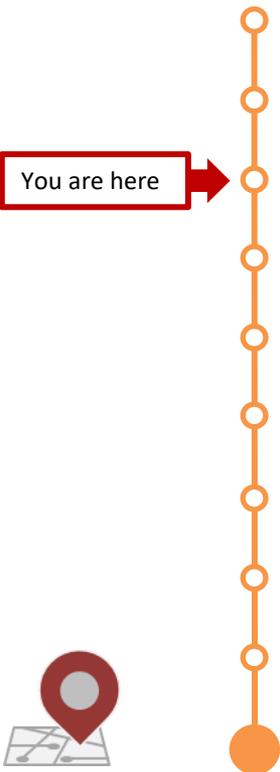
Indicative Functional Competencies & Proficiency Levels

For Generalist roles: 2 Functional Competencies at Proficiency Level 3, 2 at Proficiency Level 2 and 2 at Proficiency Level 1

For Specialist roles: 1 Functional Competency at Proficiency Level 4, 1 at Proficiency Level 3 and 1 at Proficiency Level 2

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills





Research & Innovation Management and Administration– Career Level 7

Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very ‘specialist’ skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years’ professional experience, including 3 years’ operating at a senior level in a large organisation or third level institution and a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-7-A

Core Competencies

Indicative Core Competencies & Proficiency Levels (PL)

- Working Strategically (Proficiency Level 3)
- Leading People (Proficiency Level 3)
- Managing Stakeholders (Proficiency Level 4)
- Managing People (Proficiency Level 3)
- Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



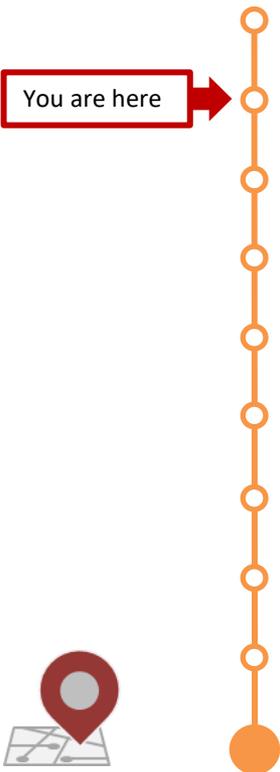
Functional Competencies

Indicative Functional Competencies & Proficiency Levels

1 Functional Competency at Proficiency Level 4, 2 at Proficiency Level 3 and 1 at Proficiency Level 2 from the following list:

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills





Research & Innovation Management and Administration– Career Level 8

Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years’ professional experience, including 5 years’ operating at a senior level in either a large organisation or third level institution and a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-8-A

Core Competencies

Indicative Core Competencies & Proficiency Levels (PL)

- Working Strategically (Proficiency Level 3)
- Leading People (Proficiency Level 3)
- Managing Stakeholders (Proficiency Level 4)
- Managing People (Proficiency Level 4)
- Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 4, 2 at Proficiency Level 3 and 1 at Proficiency Level 2 from the following list:

- Grant Registration
- Research Environment
- Proposal Support
- Technology Transfer
- Policy & Governance
- Post-Award Programme Coordination
- Targeted Research & Innovation Skills



You are here



Research & Innovation Management and Administration– Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and a third level qualification (post-graduate qualification is desirable).

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

The **Research Innovation Management and Administration Job Family** includes roles that provide strategic, advisory and administrative services and supports to academics and students through the development, management and implementation of efficient administrative processes or through the co-ordination of activities.

Job Reference: RIMA-9-A

JOB FAMILIES

Core Competencies

Indicative Core Competencies & Proficiency Levels (PL)

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency



Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2 Functional Competencies at Proficiency Level 4, 2 at Proficiency Level 3 and 1 at Proficiency Level 2 from the following list:

Grant Registration
Research Environment
Proposal Support
Technology Transfer
Policy & Governance
Post-Award Programme Coordination
Targeted Research & Innovation Skills



Understanding Competencies

What's a competency? A competency is a skill or attribute that is required to carry out a role effectively.

Core Competencies: Core competencies apply across all Job Families but their relevance will vary between roles at different levels.

Functional Competencies are specific to each Job Family and vary across roles within a Job Family.

Building Up Competencies: As you move up Career Levels you build on competencies from earlier roles, and grow others.

Managing People: Any Anchor Role Profile that refers to roles with direct people management responsibility must include the Managing People Core Competency.

UCD Core Competencies for Professional & Administrative Staff

- ❖ Building Relationships
- ❖ Communicating Effectively
- ❖ Leading People
- ❖ Managing Change
- ❖ Managing People
- ❖ Managing Stakeholders
- ❖ Organisational Awareness
- ❖ Planning & Organisation
- ❖ Project Management
- ❖ Service Focus & Innovation
- ❖ Taking Initiative
- ❖ Working Strategically

Financial Management – Career Level 1

Role Purpose
Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications
Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a relevant third level professional qualification.

Indicative Role Criteria
Problem solving - Solve complex problems using established practices and procedures or seek guidance when required.
Decision Making - Make decisions when support/assistance required, or when essential.
Interfaces & Interdependence - Works as part of a team engaged in similar work.

Core Competencies
(Indicative Core Competencies & Proficiency Levels)
Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Functional Competencies
Business Environment (Proficiency Level 1)
Financial Reporting (Proficiency Level 1)
Audit (Proficiency Level 1)

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Core and Functional Competencies are shown in the 2 boxes here.

Each Competency has a required Proficiency Level in brackets. These levels vary by career level.

FM-1-A

Core Competencies:
'A core competency is the combination of knowledge, skill and/or ability that is needed to perform a role effectively.'



Core Competencies

- Building Relationships**
- Builds effective working relationships within own area and more broadly,
 - Encourages cooperation and collaboration in others.
 - Fosters partnerships to achieve results.

- Communicating Effectively**
- Engages in written and oral communication that is clear, unambiguous, transparent, and consistent with UCD's Values.
 - Conveys and shares information and ideas with others, listens carefully, clarifies understanding and considers different viewpoints.

- Leading People**
- Influences others in a positive way.
 - Aligns and builds effective teams both within School/Unit/College and across UCD.
 - Works effectively with senior management and with the University's academic and business communities.
 - Mentors, motivates and guides others towards achievement of goals.

- Managing Change**
- Takes a positive approach to tackling work and embraces change.
 - Invites feedback relating to performance and deals constructively with it.
 - Fosters an environment of innovation and change.
 - Ensures appropriate stakeholder involvement and engagement in change programmes/projects.
 - Ensures change is aligned with UCD's core Values.

- Managing People**
- Aligns the right work with the right people; delegates tasks according to people's strengths and interests; Ensures people have the skills and reasonable resources to get things done.
 - Works to create a strong team. Treats everyone fairly and consistently. Shares accountability when delegating. Involves staff in setting their performance goals.
 - Provides regular and meaningful feedback that supports individuals to be successful.
 - Actively supports people in progressing their careers and achieving their potential.
 - Effectively supports performance challenges.

- Managing Stakeholders**
- Understands the importance of stakeholder engagement.
 - Responds to stakeholder needs and manages expectations.
 - Is sensitive to the different requirements within a diverse University setting.
 - Develops and maintains strong working relationships with internal and external stakeholders.

- Organisational Awareness**
- Demonstrates an understanding of UCD in its entirety, including governance structures and regulations.
 - Demonstrates an understanding of the Higher Education Landscape in which UCD operates.

- Planning & Organisation**
- Plans and organises own work effectively.
 - Sets clear priorities and ensures deadlines are met.
 - Organises activities, separates and combines tasks to deliver outputs according to a clear timeframe to realise School/Unit/College/University objectives.

- Project Management**
- Ensures project or programme goals, purpose, and criteria for success are clearly defined at the outset.
 - Clarifies related roles and responsibilities, deliverables, milestones.
 - Builds a detailed project plan and carefully monitors progress against it.

- Service Focus & Innovation**
- Understands and anticipates customer needs.
 - Acts to provide high-quality products and services to meet expectations of all internal and external stakeholders.
 - Generates a range of innovative ideas to make systems/procedures more customer friendly.

- Taking Initiative**
- Makes suggestions for improvements in own work area.
 - Acts early to address and resolve problems and find solutions.
 - Is proactive in relation to own development, utilising feedback mechanisms.

- Working Strategically**
- Develops a vision for the School/Unit/College/University and translates this vision into action.
 - Aligns the School/Unit/College objectives with the University's goals and objectives.
 - Communicates UCD's vision in ways that gains the support of others
 - Sees opportunities across different areas of activity and proactively connects the dots.



Functional Competencies

Academic & Programme Operations and Management	<ul style="list-style-type: none"> • Business Analysis • Data Management • Operational Resilience • Support, Guidance and Advice • Technical Acumen
Communication & Marketing	<ul style="list-style-type: none"> • Issue Management, Crisis & Risk Communication • Product Knowledge • Media Relations & Publicity • External Relations & Stakeholder Engagement • Communication • Marketing • Student Recruitment
Estate Operations	<ul style="list-style-type: none"> • Business, Operational & Technical Acumen • Compliance & Governance • Service Excellence • Operational Excellence
Financial Management	<ul style="list-style-type: none"> • Business Environment • Financial Reporting • Audit • Taxation
Human Resources Management	<ul style="list-style-type: none"> • Compensation & Benefits • People & Organisation Development • HR Information Systems • Staffing • Performance Development • Employee Relations • Pensions • Change Management • Organisation Design • Talent Management/ Succession Planning • Job Grading/ Career & Promotions Pathways • Employee Engagement • Equality, Diversity and Inclusion

Information Technology	<ul style="list-style-type: none"> • Infrastructure & Cloud • Networking & IT Security • Enterprise Architecture • Programming & Web Development • Business Analysis • Data Management & Business Intelligence / Analytics • Multimedia • Software support & Training • Educational Technology • Pedagogical
Legal, Governance & Compliance	<ul style="list-style-type: none"> • Compliance & Governance • Risk Management • University Policies, Procedures & Practices • Commercial Awareness & Acumen
Library	<ul style="list-style-type: none"> • Managing & Organising Knowledge & Information • Collection Management & Development • Information Literacy & Development • Information Technology Skills • Research & Contribution to the Profession
Research & Innovation Management and Administration	<ul style="list-style-type: none"> • Grant Registration • Research Environment • Proposal Support • Technology Transfer • Policy & Governance • Post-Award Programme Coordination • Targeted Research & Innovation Skills



Understanding Proficiency Levels

Proficiency Levels are assigned to both our Core Competencies and Functional Competencies to show **progression**. We have described the Proficiency levels below.

Level 1	Developing understanding and capability with this competency
Level 2	Strong knowledge, understanding and application across most areas of this competency
Level 3	Strong knowledge, understanding and application across all areas of this competency and beginning to guide and support others in its development.
Level 4	Expert knowledge and understanding across all areas of this competency and advanced in its broadest application. Proactive mentor capability to support others in developing their proficiency.

Financial Management – Career Level 1

Role Purpose
Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications
Typically, 1-2 years' professional or customer services experience working in either a large organisation or a third level institution and/or a relevant third level professional qualification.

Indicative Role Criteria:

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

Core Competencies
(Indicative Core Competencies & Proficiency Levels)
Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Functional Competencies
Business Environment (Proficiency Level 1)
Financial Reporting (Proficiency Level 1)
Audit (Proficiency Level 1)

The Financial Management Job Family includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.

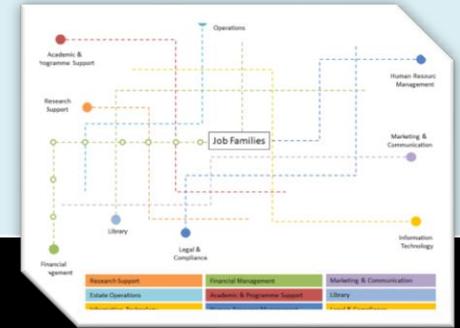
FM-1-A

Proficiency Levels are indicated in brackets next to both the Core and Functional Competencies



Job Families – High Level Descriptors

Learn more about the range of Job Families at UCD



Job Family	Job Family Code	High Level Descriptor
Academic & Programme Operations and Management	APOM	This Job Family includes roles that provide professional, strategic, advisory and administrative services and supports to academics, students and stakeholders through the development, management and implementation of efficient administrative processes or through the co-ordination of support activities.
Communication & Marketing	CM	This Job Family includes roles that fulfil the primary objectives of: marketing to recruit students, promoting of academic expertise and student achievement, building of community and protecting of the reputation of the University through effective, professional communication. Central to this family is the articulation of strong brand messaging and targeting of key stakeholder audiences.
Estate Operations	EO	This Job Family includes roles that are responsible for the development, management, operation and care of the University Estate to support the delivery of the University strategy and campus development.
Financial Management	FM	This Job Family includes roles that support teaching, research and other activities of the University through prudent financial management by developing and implementing effective systems, controls and services to improve the financial wellbeing of the University.
Human Resources Management	HRM	This Job Family includes roles that provide strategic, consultative, advisory and administrative support and services to UCD to ensure it can attract, retain and engage employees to successfully deliver its strategic objectives and achieve its ambitions.
Information Technology	IT	This Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.
Legal, Governance & Compliance	LGC	This Job Family includes roles that provide legal, governance and compliance services to the University in accordance with the University Strategy.
Library	LIB	This Job Family includes roles that organise UCD's information in a way that inspires engagement and learning, facilitates its use in promoting research innovation and serves to contribute to the preservation of Irish cultural heritage.
Research & Innovation Management and Administration	RIMA	This Job Family includes roles that support the University's research and innovation commitments, maintain the University's competitiveness and increase the quantity, quality and impact of research by providing expertise, management and administration.



Functional Competencies in detail

Functional Competencies	Business analysis	Translate user requirements into solutions. Documents processes, writes reports and creates a continuous improvement culture.
Academic & Programme Operations and Management	Data Management	Knowledge of best practice data management and data governance practices.
Communication & Marketing		
Estate Operations		
Financial Management		
Human Resources Management	Operational Resilience	Maintaining stamina and performance in everyday tasks and acting effectively under pressure. Displaying determination, self-discipline and commitment in the face of a changing environment or setbacks. It includes bouncing back from disappointments or confrontations, not letting them negatively influence ongoing performance.
Information Technology	Support, Guidance and Advice	Provides support, guidance and advice to students, faculty and staff. Covers the welfare and well being of students and staff within the institution as well as operational support and advice, in both informal and formal situations. This may include the need to be aware of the support services available; giving supportive advice and guidance; and counselling others on specific issues. Monitors progress and recognises when additional interventions are required. Evaluates the effectiveness of interventions and develops practice on the basis of reflection and review.
Legal, Governance & Compliance		
Library		
Research & Innovation Management and Administration		
	Technical Acumen	Applies and improves technical knowledge, skills, and judgment to accomplish a result or to accomplish tasks effectively. Thinks of ways to apply new developments to improve organisational performance or customer service. Recognises trends in theory and practice of one's own technical area and effectively prepares for anticipated changes.

Select a Job Family to view the detail

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Functional Competencies in detail

Functional Competencies	Issue Management, Crisis & Risk Communication	Knowledge of issue management, risk and crisis communication concepts, principles and practices in support of risk and crisis management.
Academic & Programme Operations and Management	Product Knowledge	Knowledge of the University, and/or undergraduate degrees, taught graduate degrees, and USPs of UCD for prospective students and/or research & innovation, scholarship and impact of faculty.
Communication & Marketing		
Estate Operations		
Financial Management	Media Relations & Publicity	Knowledge of media relations concepts, principles and practices associated with journalism, reporting and news production, both reactive and proactive.
Human Resources Management	External Relations & Stakeholder Engagement	Knowledge of external relations, public affairs and stakeholder engagement concepts, principles and practices.
Information Technology		
Legal, Governance & Compliance	Communication	Knowledge of communication concepts, principles, techniques and practices to identify and reach target audiences through written, verbal and visual media across principally owned channels.
Library	Marketing	Knowledge of marketing concepts, principles, techniques and practices to reach and influence target audiences.
Research & Innovation Management and Administration		
	Student Recruitment	Knowledge of student recruitment and customer contact concepts, principles and practices to inform and convert to prospective students.

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Functional Competencies in detail

Functional Competencies	Business, Operational & Technical Acumen	Business/Operational /Technical acumen	Understands the operational and technical processes and systems and needs, and contributes to the smooth operation of the business in a timely manner. Utilises knowledge of practices and approaches for managing the function as a viable and efficient business entity.	
Academic & Programme Operations and Management		Business analysis	Translate user requirements into solutions. Documents processes, writes reports and creates a continuous improvement culture.	
Communication & Marketing		Technical Communication/ Presentation	Communicates with clarity and precision, presenting information in a concise format that is audience appropriate.	
Estate Operations		Compliance & Governance	Data Management	Knowledge of best practice data management and data governance practices.
Financial Management			Policy, Governance, Compliance	Develops and implements university policy to ensure that estate functions are in compliance with all necessary requirements, and that governance structures are implemented to oversee this.
Human Resources Management	Risk Management		Assists and advises, in ensuring the mitigation of risk to University activity.	
Information Technology	Service Excellence	Client Services & Customer Support	Understands the requirements of enhancing the customer experience during interactions in a proactive and positive manner.	
Legal, Governance & Compliance	Operational Excellence	Resource Planning and Optimisation	Plans and optimises resources within teams to maximise results and achieve desired performance.	
Library		Knowledge of Systems	Understands the organisation's systems and related technologies.	
Research & Innovation Management and Administration				

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Functional Competencies in detail

Functional Competencies	Business Environment	<p>MANAGING & CONTROLLING FINANCE:</p> <ul style="list-style-type: none"> Applies financial management skills to control all of the university's cash inflows and outflows. <p>STRATEGIC MANAGEMENT AWARENESS:</p> <ul style="list-style-type: none"> Understands the necessity of gathering information on activities of other universities, student behaviour and developing trends. Analyses the strengths, weaknesses, opportunities and threats of an entity for risk assessment. 	
Academic & Programme Operations and Management	Financial Reporting	<p>PROCESSING DATA:</p> <ul style="list-style-type: none"> Ensures reliability of financial information. Documents and maintains supporting information for transactions and events. Records information in accordance with basic principles of accounting. <p>PREPARES:</p> <ul style="list-style-type: none"> Prepares financial reports appropriate for internal and external users. <p>ANALYSES:</p> <ul style="list-style-type: none"> Prepares, analyses and interprets financial performance measures. Understands the requirement to implement a formal budgeting process with necessary performance reporting. <p>REGULATION:</p> <ul style="list-style-type: none"> Interprets and advises on the organisation's reporting obligations. <p>DESIGNS:</p> <ul style="list-style-type: none"> Designs, evaluates and advises on financial accounting and related systems, including current and emerging development, for all university stakeholders. 	
Communication & Marketing		Estate Operations	<p>COMPLIANCE:</p> <ul style="list-style-type: none"> Understands the relevant statutory reporting framework for financial statements, including audit compliance requirements.
Financial Management		Human Resources Management	<p>TYPES:</p> <ul style="list-style-type: none"> Demonstrates an understanding of tax and in particular, value added tax and income tax. <p>COMPLIANCE:</p> <ul style="list-style-type: none"> Ensures compliance with all statutory reporting, filing, and payment obligations. <p>INTERACTION:</p> <ul style="list-style-type: none"> Demonstrates the interconnectedness between taxation, accounting and legal issues.
Information Technology		Library	
Legal, Governance & Compliance		Research & Innovation Management and Administration	
Library			
Research & Innovation Management and Administration			

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Functional Competencies in detail

Functional Competencies	Competency Area	Description
Academic & Programme Operations and Management	Compensation & Benefits	Compensation and benefits concepts, principles and practices, including pay, leave and benefit administration and policy application.
Communication & Marketing	People & Organisation Development	People and organisation developments, concepts, principles, and practices including planning, evaluating, delivering and administering training, organisational development, career and personal development initiatives.
Estate Operations	HR Information Systems	HR Information systems and tools and their application across different areas of HR.
Financial Management	Staffing	Resourcing concepts, principles, and practices specifically related to identifying, attracting, and selecting individuals.
Human Resources Management	Performance Development	Performance and development concepts, principles, and practices.
Information Technology	Employee Relations	Laws, rules, regulations, case law, principles, and practices including dispute resolution and negotiating agreements.
Legal, Governance & Compliance	Pensions	Pension concepts, principles, laws, regulations and practices in a public sector context.
Library	Change Management	Change management concepts, principles and practices in support of organisational change initiatives and projects.
Research & Innovation Management and Administration	Organisation Design	Organisation design concepts, principles, and practices.
	Talent Management/Succession Planning	Talent management and succession planning concepts, principles and practices
	Job Grading/Career & Promotion Pathways	Concepts, principles, practices relating to the description, grading, positioning of roles within an organisation and supporting promotion and career development pathways.
	Employee Engagement	Employee engagement concepts, principles and practices including survey design and delivery, communications, event management and community building.
	Equality, Diversity and Inclusion	Equality concepts, principles and legislation in support of mainstreaming equality, diversity and inclusion across the organization.

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Functional Competencies in detail

Functional Competencies	Infrastructure & Cloud	Technical authority/ knowledge of one or more of the following areas: Unix OS, Windows OS, Virtual Server Mgt, SAN Mgt, LDAP, AD, AWS, Azure, HPC, Gsuite, Google Cloud Platform and Office 365.
Academic & Programme Operations and Management	Networking & IT Security	Technical authority/ knowledge of one or more of the following areas: Networking, TCPIP, DNS, DHCP, Intrusion Detection, Endpoint Security, Security Awareness, Security Policy, Security Auditing/Risk Assessment, and Security Incident Response.
Communication & Marketing	Enterprise Architecture	Knowledge of business strategy, processes, data, applications and underlying IT infrastructure using architectural models and supports. mapping how the current and future needs of UCD will be supported by IT in an efficient, sustainable, agile, and adaptable manner. Knowledge of new and emerging technologies and how they can be applied to existing architecture to meet future needs.
Estate Operations	Programming & Web Development	Technical authority/ knowledge of one or more of the following areas: SQL, PL/SQL, Javascript, HTML, User Interface Design, Responsive Web Development, Content Management Systems, Accessibility issues & guidelines, and Agile development.
Financial Management	Business Analysis	Translates user requirements into solutions, to document processes, to write reports and, to write user documentation.
Human Resources Management	Data Management & Business Intelligence/Analytics	Understands best practice data management , data governance practices and technology issues related to management of enterprise and academic research information including business, scientific, cultural & GIS data
Information Technology	Multimedia	Creates content for customers and assists or trains customers in creation of multimedia content including presentation, graphics, audio, and video.
Legal, Governance & Compliance	Software Support & Training	Knowledge of key applications used in UCD and their relevance to business processes and to the wider community. Examples of these include Blackboard, Gsuite, Banner, Core HR, Efinancials, MS Office etc.
Library	Educational Technology	Understands Educational Technology services such as VLE, ePortfolio, eAssessment, Personal Capture, and Digital Skills.
Research & Innovation Management and Administration	Pedagogical	Applies knowledge of pedagogical strategies to the creative use of technology to improve teaching and learning.

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Functional Competencies in detail

Functional Competencies	Compliance & Governance	Must have an awareness and understanding of the external compliance environment including the requirements of relevant statutory and regulatory bodies as well as the applicable legislation.
Academic & Programme Operations and Management	Risk Management	Ability to mitigate and manage risk as it applies to the different areas the Units cover.
Communication & Marketing	University Policies, Procedures & Practices	A thorough knowledge and understanding of relevant university policies and practices and their interpretation and application.
Estate Operations	Commercial Awareness & Acumen	Ability to manage budgets, projects and third party service providers. Good commercial judgment important whilst complying with university and public sector requirements.
Financial Management		
Human Resources Management		
Information Technology		
Legal, Governance & Compliance		
Library		
Research & Innovation Management and Administration		

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Functional Competencies in detail

Functional Competencies	Managing & Organising Knowledge & Information	<ul style="list-style-type: none"> • Knowledge of standards, practices and tools for bibliographic and archival control. • Creates accurate and standards driven metadata for enhanced and persistent access to information resources in an online environment. • Understands issues and trends in the application of best practice standards and policies for preservation and conversation in our specialist collections. • Advocates for best practice handling and storage of special collections materials and trains users and staff in these practices.
Academic & Programme Operations and Management	Collection Management & Development	<ul style="list-style-type: none"> • Knowledge of records management - understands how information is organised and the application of appropriate metadata standards to ensure easy identification and retrieval. • Understands concepts, issues and methods related to acquisition, description and disposition of resources. • Understands the strength of our collections and the related library and university goals and objectives for collection development. • Understands the life cycle of scholarly publishing. • Establishing a budget for resources and advocating for allocating of funds.
Communication & Marketing	Information Literacy , Learning & Development	<ul style="list-style-type: none"> • Understands principles of information literacy in the academic environment, including digital literacy , critical thinking and ethical use of data. • Has a knowledge of university teaching and learning programmes and goals so as to allow them to effectively connect with stakeholders and integrate information literacy programs as appropriate. • Understands and continuously investigates how information is effectively sought and used. • Understands the research process including qualitative and quantitative research methods, promotion and exploitation of research outputs. Advises on advanced information skills for research. • Knowledge of the principles and techniques of effective reference services which provide access to relevant and reliable information.
Estate Operations	Information Technology Skills	<ul style="list-style-type: none"> • Knowledge of basic content and structure and use an integrated library system. • Knowledge of how digital resources are acquired, managed and accessed. • Understands the structure and use of Learning Management Systems. • Understands the principals of web page design and maintenance. • Understands and promotes emerging technologies for the 21st Library Service. • Demonstrates an understanding of best practice data management and data governance practices.
Financial Management	Research & Contribution to the Profession	<ul style="list-style-type: none"> • Participates in professional association which may include holding executive office, serving on committees, etc • Regular attendance at conferences, including presenting at same. Contributes to professional journals.
Human Resources Management		
Information Technology		
Legal, Governance & Compliance		
Library		
Research & Innovation Management and Administration		

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Functional Competencies in detail

Functional Competencies	Grant Registration	Understands and implements grant registration processes. This includes: risk management, contracts, document and process management.
Academic & Programme Operations and Management	Research Environment	Understands and influences the internal and external research environment at national and international scale. This includes: the role of universities in research, relevant policy, sources of funding, internal organisation structures, bibliometrics, and economic/technology trends.
Communication & Marketing		
Estate Operations	Proposal Support	Knowledge of the different stages of proposal development from opportunity identification to the close of calls. This includes: understanding calls, developing and implementing supports, managing calls, reviewing and advising on proposals.
Financial Management		
Human Resources Management	Technology Transfer	Identifies, protects and commercialises intellectual property (IP) either through licensing and/or new venture creation, negotiating IP terms in agreements and supporting research proposals.
Information Technology	Policy & Governance	Develops and implements university policy to ensure that research and innovation is conducted in compliance with all necessary requirements, and that governance structures are implemented to oversee this.
Legal, Governance & Compliance		
Library	Post-Award Programme Coordination	Knowledge of operational management concepts particularly in relation to the implementation of research programmes. This includes directly delivering support to academics, and managing the interface with other units (or external suppliers) to ensure service delivery to the programme.
Research & Innovation Management and Administration	Targeted Research & Innovation Skills	Knowledge and application of specialised expertise in research relevant areas including: Education and Public Engagement, Impact, Open Access, Gender & Diversity, Business Development.

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