



Role Specification

Post:	Assistant Manager Support Services
Grade:	7
Unit:	Enterprise, Employees and Skills
Reporting to:	Manager, Flexible Learning, SOLAS
Location:	Block 1, Castleforbes House, Castleforbes Road, Dublin 1
Reference:	332

The Role

SOLAS is recruiting an Assistant Manager to support continuous service improvement and drive technical excellence in technology enhanced learning (TEL) supports within further education and training and for the eCollege national online learning service.

Key Responsibilities

- Project Management of IT and system interoperability projects involving internal IT and external vendor teams including scoping of resource commitment for improvement projects, value for money modelling, and implementation lifecycle management
- Management of relationships and service level agreements with outsourced contractors including technical and infrastructure support for a 100+ site Moodle federation, courseware providers, software providers, etc to include KPI and risk monitoring
- Management of user experience design (UX) and Universal Design for Learning (UDL) projects in relation to technology supports for further education and training, with a particular focus on the current Moodle federation
- Scoping and planning of development projects for the eCollege Moodle platform, e.g. improving learner analytics, improving accessibility, improving learner experience
- Improving and documenting unit business processes, implementing automation projects where appropriate
- Communication of technical information to diverse audiences in multiple formats
- Coordination of working groups and action groups in relation to the delivery of flexible learning using technology
- Financial management including tracking, forecasting, modelling value for money and reporting on expenditure

- Research, data collection, reporting, and insight generation to inform continuous improvement and strategy/policy development
- Completion of large-scale procurement arrangements within tight timelines ensuring uninterrupted service to stakeholders.
- Identification and development of procurement/ partnership arrangements to support services
- Promoting existing and expanded services to key stakeholders and the public
- Planning of activity and reporting through SOLAS processes

Education

Minimum:

- Third level/equivalent qualification or 5 years experience in a technology related project management role

Preferred:

- Relevant post-graduate qualification or industry qualification

Experience

Minimum:

- Strong experience of service delivery
- Digital service management/coordination experience
- Vendor and staff management for service delivery
- Financial, contract and project management
- Working with technical and multi-disciplinary teams to deliver services
- Proven ability to identify needs and effectively communicate service requirements to internal and external stakeholders
- Implementing monitoring and quality assurance processes against targets and/or KPIs
- Working to business plans aligned to organisational strategy.

Preferred:

- Experience of the further education and training sector/online learning