



**Director of Strategic Operations - Faculty of Arts
Permanent, Full Time Post**

**GENERAL JOB SPECIFICATION
Duties and Terms & Conditions of Employment**

1. PREAMBLE

Mary Immaculate College is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's menu of educational programmes expand across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in twelve undergraduate degree programmes and a wide range of postgraduate programmes up to and including doctoral level. Academic staff members engage in professional academic research activities, and research underpins all teaching and learning at the College.

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

2. CANDIDATE PROFILE & SCOPE OF THE POSITION

Mary Immaculate College wishes to fill the new position of **Director of Strategic Operations - Faculty of Arts**, at Assistant Principal Officer grade on a full-time, permanent basis.

This is a senior-level managerial role within the College. The Director will work with the Dean, Assistant Dean and Arts Faculty Management Committee members to maintain strategic oversight of all Faculty of Arts activities and for making a key contribution to planning, development, and continuous quality assurance of the diverse range of functions of the Faculty of Arts. This new role will make a vital contribution to the leadership and direction of the Faculty and, in particular, will make a demonstrable impact in maintaining the highest standards of student-centred service delivery in adherence to the College Mission Statement and Strategic Plan. The post-holder will be responsible for oversight of services provided by the Faculty Office (including deployment of Professional Services staff).

The Director of Strategic Operations will assume responsibility for the strategic planning and execution of key operations including management of the budget formation process, management of committee and information governance, internal control, and risk management at Faculty of Arts level, reporting as required on the status and effectiveness of these activities to the Dean, Assistant Dean and Arts Faculty Management Committee as well as to other key College bodies, inclusive of the Executive Team, the Audit & Risk Committee, the Quality

Committee and the Finance & Resource Committee. The Director of Strategic Operations will also be the primary point of contact at Faculty level on all matters of academic administration, including coordination of admissions and progression, organisation of the examinations process, and day-to-day student support services in partnership with Student Academic Administration Office. The Director will have responsibility for ensuring a proper flow of documentation to the Academic Council and its associated sub-committees, including the quality and provision of all necessary materials supporting the workflow for academic programme development.

The post-holder will be a person of the highest integrity, professionalism and probity and will be a self-starter, able to exercise initiative and assume responsibility for critical institutional priorities.

Essential Qualifications, Skills & Experience;

1. (a) A third level qualification at level 8 or higher on the National Qualifications Framework in a relevant discipline and a minimum of 5 years previous relevant experience in a comparable management role, preferably in the higher education sector;
or
(b) A minimum of 10 years' previous relevant experience in a comparable management role, preferably in the higher education sector;
2. Demonstrable evidence of experience in budget preparation and financial reporting;
3. Experience of facilitating the work of executive boards and committees, with practical knowledge of corporate compliance in public sector bodies to the standards set out in relevant statutory and regulatory frameworks;
4. Experience of fostering a culture of continuous quality assurance and risk management, including creation of robust protocols and Standard Operating Procedures; understanding of running and developing business processes in a regulated environment with the particular ability to create practical measures in response to compliance imperatives, to manage due diligence processes, to conduct risk identification and mitigation routinely, and to deploy and regularly test effective and verifiable internal control systems.
5. Excellent team management and leadership experience and skills, with evidence of ability to successfully manage and coordinate the work of various projects to agreed outcomes;
6. Comprehensive knowledge of the higher education environment in Ireland and familiarity with academic administration, including a thorough knowledge of student administration functions, policies, protocols practice and regulations, including processes for coordination of examinations and programme and module creation and approval pathways in a higher education setting.
7. Demonstrable ability to lead and manage significant instances of change within complex organisational environments, including a capacity for inclusive consultation, consensus-building and persuasion.
8. Excellent interpersonal and communication skills with a proven ability to work collaboratively and supportively with a wide variety of stakeholders, both internal and external to the enterprise, and at a multiplicity of seniority levels.
9. Excellent administrative skills with the ability to prioritise, manage and complete a variety of tasks at times of high pressure with an ability to work effectively on own initiative and to established deadlines
10. A strong student focus evidenced by a demonstrable commitment to the delivery of high-quality services;

It is desirable that candidates will also have:

11. Demonstrable evidence of leadership in promoting equality, diversity, inclusion and interculturalism.

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

3. JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Dean of Arts, to whom they report to, and to whom they are responsible to for the performance of these duties in the first instance. The appointee will also have a reporting relationship to the Vice President Academic Affairs (VPAA).

The appointee will report through the Dean of Arts and Vice President Academic Affairs (VPAA), to the College President and/or to such other College Officers as the President may designate from time to time. The appointee will liaise with the Deans of Arts and Education, Heads of Departments, Course Leaders and other College personnel and with relevant College bodies in carrying out the duties attaching to the post.

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

The duties and responsibilities will include the following:

- Support the Dean in the development and implementation of operation plans to support the strategic priorities of the faculty as a key member of the Faculty Executive team;
- Co-ordination and monitoring the implementation of key initiatives across departments within the faculty;
- Advise and consult with the VPAA and other relevant staff on programme specific regulations;
- Oversee the development and management of professional services staff within the faculty in line with HR policies and practices;
- Oversee the management of the operations of the faculty office, including examinations, budget management, staff supervision, and resource allocation;
- Manage coordination with other units, especially Academic Administration, to develop, implement and monitor processes and procedures to support the wide range of academic activities carried out within the Faculty including admissions, orientation, transfers, placement, and examinations;
- Work with Heads of Department and Course Leaders to plan staffing requirements of all modules and programmes across the full academic year and build into the part-time budget for the Faculty;
- Provide strategic advice to the Dean, Assistant Dean, Heads of Department, and faculty staff;
- Providing expert, in-depth advice on academic regulations, programme structures, progression, assessment, awards and graduation and student support to inform decisions and shape policy and procedures;
- Support Faculty-level continuous quality assurance processes and reporting as well as leading the development of best practice processes for administrative functions in the Faculty in coordination with the Quality Office;
- Identify and prioritise opportunities for process improvement and efficiency gains;

- Develop and monitor key performance indicators to measure progress against strategic goals;
- Review student supports and resources and identify methods to enhance the student experience and opportunities for student success;
- Liaise with the Placement Manager and Placement Office re. off-campus placements;
- Manage the financial systems, processes and operations of the Faculty in line with College procedures and assume responsibility for the areas of budget management and financial control;
- Coordinate formation of all Faculty budgets including Part-time Hours, Department, Programmes and Projects budgets;
- Lead and coordinate the governance of Faculty committees and boards in line with College governance standards and processes and all relevant external governance requirements in collaboration with the Office of the VPGS;
- Oversee programme management within the faculty, ensuring compliance with regulations and procedures, and play a key role in supporting the design and development of new programmes within the College's procedures and processes for programme development;
- Liaise with Strategic Communications and Marketing re. marketing and promotion of faculty programmes, developments and activities;
- Work with the International Office in attracting a greater number of international students onto core programmes, and MA and PhD programmes.
- Drive, support and facilitate Faculty support and development initiatives as directed by Dean of Arts;
- Lead the management of information governance at Faculty level in coordination with the College's Data Protection Officer and the Information Compliance & Records Management Office;
- Represent the Dean at committees, working groups and events as appropriate;
- Act as a key point-of-contact for the Faculty with external stakeholders as required.

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

4. TERMS AND CONDITIONS

General

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

Place of Work

The appointee's place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the appointee to work from any other location. It is a requirement of the College that the appointee must reside within a reasonable distance of the College.

Exclusivity of Service and Outside Work

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

or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the duties that the person has been employed for.

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

Probationary Period

The appointment is subject to satisfactory completion of the standard 6-month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be reviewed through a process of assessment meetings. Termination of the appointment during the probationary period, for any reason or no reason, will be at the discretion of the College. The disciplinary procedure will not apply to a dismissal during probation where the probationary employee has been employed by MIC for less than 12 months.

Hours of Attendance

Full-time working hours are 35 hours per week.

Normal hours of duty are Monday to Thursday, 9:00am to 05:00 pm, with a 1-hour unpaid lunch break each day and Friday, 9.00 am to 4.45 pm with a 45-minute unpaid lunch break. However, the duties attaching to the position are such that the post holder may be required to work evenings/weekends on occasion to accommodate service needs. Subject to College policy, the post holder may avail of "Time-Off-In-Lieu (TOIL)" or overtime where working hours exceed the contract hours per week.

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

Salary

The Salary scale for this position has been approved by the Department of Further and Higher Education, Research, Innovation and Science and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 002/2024, will commence on the first point of the salary scale.

This post is at Assistant Principal Officer grade. With effect from 1st March 2025, the annual salary scale for the grade of Assistant Principal Officer is:

€80,667 €83,637; €86,649; €89,672; €92,690; €94,429; €97,475 (LSI 1); €100,530(LSI 2)

Increments are awarded in line with national pay agreements.

Salary will be paid on a monthly basis on the 25th of each month, or the previous Friday if 25th falls on a weekend, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions, Pay Related Social Insurance (PRSI) and Universal Social Charge (USC).

Superannuation

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

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary.

The appointee will be required to pay Additional Superannuation Contribution (ASC) under the provisions of the Public Service and Pensions Act 2017.

Appointees who commenced employment in the public service between 1st April 2004 and 31st December 2012 and have not had a break in employment of greater than 6 months will have no mandatory retirement age. All other appointees will have a mandatory retirement age of 70.

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

Pension Abatement

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to or in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during the appointee's re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

In applying for this position, the applicant is acknowledging that they understand that the abatement provisions, where relevant, will apply. It is not envisaged that the College will support an application for an abatement waiver in respect of appointments to this position.

Annual Leave

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

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

Sick Leave

There is a discretionary sick pay scheme, details of which are available from the Human Resources Office. Employees who have a minimum 3 months continuous employment with the College may be granted sick pay

subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

Confidentiality

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

Health & Safety

Mary Immaculate College attaches the highest regard to the safety, health and welfare of its employees. It is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise him/herself with the Safety Statement.

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

College Policies, Rules and Regulations

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

Employees are at all times subject to the provisions of the Code of Conduct for Staff, College policies, rules and regulations. These policies include but are not confined to Disciplinary & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. All employees are required to familiarise themselves with the contents of Policies and Procedures, available on the College's Staff Portal.

Termination of Employment

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

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

5. APPLICATION AND SELECTION PROCESS

Method of Selection for Recommendation

Shortlisting

An expert group will convene to conduct shortlisting of applicants, measured against pre-determined criteria.

The criteria that will be used to shortlist candidates for this appointment are:

- A third level qualification at level 8 or higher on the National Qualifications Framework in a relevant discipline and a minimum of 5 years relevant experience in a comparable management role, preferably in the higher education sector.

OR

A minimum of 10 years' previous relevant experience in a comparable management role, preferably in the higher education sector

- Demonstrable evidence of experience in budget preparation and financial reporting;
- Experience of facilitating the work of executive boards and committees, with practical knowledge of corporate compliance in public sector bodies to the standards set out in relevant statutory and regulatory frameworks;
- Experience of fostering a culture of continuous quality assurance and risk management, including creation of robust protocols and Standard Operating Procedures; understanding of running and developing business processes in a regulated environment with the particular ability to create practical measures in response to compliance imperatives, to manage due diligence processes, to conduct risk identification and mitigation routinely, and to deploy and regularly test effective and verifiable internal control systems.
- Comprehensive knowledge of the higher education environment in Ireland and familiarity with academic administration, including a thorough knowledge of student administration functions, policies, protocols practice and regulations, including processes for coordination of examinations and programme and module creation and approval pathways in a higher education setting.

Normally the number of applications received for a position exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the College may decide that a limited number will be called to interview. This is not to suggest that other candidates are necessarily unsuitable to undertake the job, rather that there are some candidates, based on their application, appear to be better qualified and/or have more relevant experience. It is incumbent, therefore upon the applicant, to ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

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

Interview

A recommendation for appointment will be made by an Interview Board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which appointments to the position of **Director of Strategic Operations – Faculty of Arts** may be filled during the life of the panel (12 months).

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

Pre-Employment Health Assessment

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

Garda Vetting

Successful applicants may be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment. Applicants who have resided outside Ireland for a cumulative period of 36 months or more over the age of 18 years must furnish a Foreign Police Clearance (FPC) from the country or countries of residence. Please note that any costs incurred in this process will be borne by the applicant.

Applicants Outside European Economic Area (EEA)

Mary Immaculate College welcomes applications from candidates outside the EEA, however such applicants should familiarise themselves with relevant Government policy before making an application. Further information from the Department of Enterprise, Trade and Employment is available here: [Economic migration policy - DETE \(enterprise.gov.ie\)](#)

Making of Applications

Applications must be submitted on an official application form in typed format. Handwritten or incomplete applications will not be accepted. Application forms for this post may be downloaded from the Mary Immaculate College website - www.mic.ul.ie/about-mic/vacancies. Applications must be submitted by e-mail to recruitment@mic.ul.ie with the subject title **Director of Strategic Operations, Faculty of Arts** - no later than:

2pm on Wednesday 7th , May 2025

The Human Resources Office will acknowledge receipt of your application by sending an email to the email address provided. Please be sure to check Spam and Junk folders as it may be redirected here by your account preferences. If you do not receive an acknowledgement of your application form within 2 working days, please contact hr@mic.ul.ie.

Late applications will not be accepted.

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

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

Mary Immaculate College is an equal opportunities employer. Mary Immaculate College holds an Athena SWAN Bronze Institution award in recognition of our commitment to advancing equality and opportunity for all in higher education.

April 2025