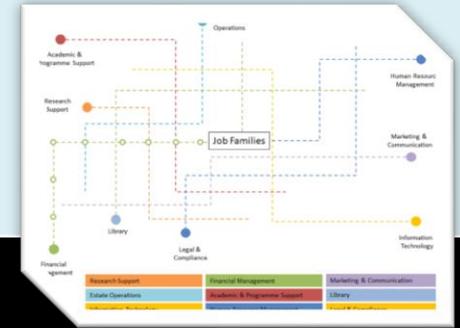


# Job Families – High Level Descriptors

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	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.
Estate Operations	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.
Financial Management	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.
Human Resources Management		
Information Technology		
Legal, Governance & Compliance		
Library		
Research & Innovation Management and Administration		

Select a Job Family to view the detail

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# Functional Competencies in detail

<b>Functional Competencies</b>	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><b>MANAGING &amp; CONTROLLING FINANCE:</b></p> <ul style="list-style-type: none"> <li>Applies financial management skills to control all of the university's cash inflows and outflows.</li> </ul> <p><b>STRATEGIC MANAGEMENT AWARENESS:</b></p> <ul style="list-style-type: none"> <li>Understands the necessity of gathering information on activities of other universities, student behaviour and developing trends.</li> <li>Analyses the strengths, weaknesses, opportunities and threats of an entity for risk assessment.</li> </ul>	
Academic & Programme Operations and Management	Financial Reporting	<p><b>PROCESSING DATA:</b></p> <ul style="list-style-type: none"> <li>Ensures reliability of financial information.</li> <li>Documents and maintains supporting information for transactions and events.</li> <li>Records information in accordance with basic principles of accounting.</li> </ul> <p><b>PREPARES:</b></p> <ul style="list-style-type: none"> <li>Prepares financial reports appropriate for internal and external users.</li> </ul> <p><b>ANALYSES:</b></p> <ul style="list-style-type: none"> <li>Prepares, analyses and interprets financial performance measures.</li> <li>Understands the requirement to implement a formal budgeting process with necessary performance reporting.</li> </ul> <p><b>REGULATION:</b></p> <ul style="list-style-type: none"> <li>Interprets and advises on the organisation's reporting obligations.</li> </ul> <p><b>DESIGNS:</b></p> <ul style="list-style-type: none"> <li>Designs, evaluates and advises on financial accounting and related systems, including current and emerging development, for all university stakeholders.</li> </ul>	
Communication & Marketing		Estate Operations	<p><b>COMPLIANCE:</b></p> <ul style="list-style-type: none"> <li>Understands the relevant statutory reporting framework for financial statements, including audit compliance requirements.</li> </ul>
Financial Management		Human Resources Management	
Information Technology		Legal, Governance & Compliance	<p><b>TYPES:</b></p> <ul style="list-style-type: none"> <li>Demonstrates an understanding of tax and in particular, value added tax and income tax.</li> </ul> <p><b>COMPLIANCE:</b></p> <ul style="list-style-type: none"> <li>Ensures compliance with all statutory reporting, filing, and payment obligations.</li> </ul> <p><b>INTERACTION:</b></p> <ul style="list-style-type: none"> <li>Demonstrates the interconnectedness between taxation, accounting and legal issues.</li> </ul>
Library		Audit	
Research & Innovation Management and Administration		Taxation	

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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		
Estate Operations	University Policies, Procedures & Practices	A thorough knowledge and understanding of relevant university policies and practices and their interpretation and application.
Financial Management		
Human Resources Management		
Information Technology		
Legal, Governance & Compliance	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.
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"> <li>• Knowledge of standards, practices and tools for bibliographic and archival control.</li> <li>• Creates accurate and standards driven metadata for enhanced and persistent access to information resources in an online environment.</li> <li>• Understands issues and trends in the application of best practice standards and policies for preservation and conversation in our specialist collections.</li> <li>• Advocates for best practice handling and storage of special collections materials and trains users and staff in these practices.</li> </ul>
Academic & Programme Operations and Management	Collection Management & Development	<ul style="list-style-type: none"> <li>• Knowledge of records management - understands how information is organised and the application of appropriate metadata standards to ensure easy identification and retrieval.</li> <li>• Understands concepts, issues and methods related to acquisition, description and disposition of resources.</li> <li>• Understands the strength of our collections and the related library and university goals and objectives for collection development.</li> <li>• Understands the life cycle of scholarly publishing.</li> <li>• Establishing a budget for resources and advocating for allocating of funds.</li> </ul>
Communication & Marketing	Information Literacy , Learning & Development	<ul style="list-style-type: none"> <li>• Understands principles of information literacy in the academic environment, including digital literacy , critical thinking and ethical use of data.</li> <li>• 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.</li> <li>• Understands and continuously investigates how information is effectively sought and used.</li> <li>• Understands the research process including qualitative and quantitative research methods, promotion and exploitation of research outputs. Advises on advanced information skills for research.</li> <li>• Knowledge of the principles and techniques of effective reference services which provide access to relevant and reliable information.</li> </ul>
Estate Operations	Information Technology Skills	<ul style="list-style-type: none"> <li>• Knowledge of basic content and structure and use an integrated library system.</li> <li>• Knowledge of how digital resources are acquired, managed and accessed.</li> <li>• Understands the structure and use of Learning Management Systems.</li> <li>• Understands the principals of web page design and maintenance.</li> <li>• Understands and promotes emerging technologies for the 21st Library Service.</li> <li>• Demonstrates an understanding of best practice data management and data governance practices.</li> </ul>
Financial Management	Research & Contribution to the Profession	<ul style="list-style-type: none"> <li>• Participates in professional association which may include holding executive office, serving on committees, etc</li> <li>• Regular attendance at conferences, including presenting at same. Contributes to professional journals.</li> </ul>
Human Resources Management		
Information Technology		
Legal, Governance & Compliance		
Library		
Research & Innovation Management and Administration		

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# Functional Competencies in detail

<b>Functional Competencies</b>	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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