

City of Dublin Education and Training Board (City of Dublin ETB) was established on 1st July 2013 under the Education and Training Boards Act, 2013. City of Dublin ETB has 3,000 employees and an annual budget of €580m. It is the state education and training authority for Dublin city and serves the area covered by Dublin City Council. This provision is delivered to over 48,000 learners (20,000 full-time and 28,000 part-time) and is supported by a range of services including a psychological service, a curriculum development unit, a buildings maintenance unit and Head Office staff in Ballsbridge. It also has statutory responsibility for supporting the provision, coordination, administration and assessment of youth work services in Dublin city and is the lead partner for Music Generation Dublin City.

City of Dublin ETB is also responsible for the national awarding authority for student grants in Ireland, Student Universal Support Ireland (SUSI). Student Universal Support Ireland (SUSI) is a unit of City of Dublin ETB which is designated by the Minister for Further and Higher Education, Research, Innovation and Science as the single Irish national awarding authority for student grants in further and higher education. SUSI is a dynamic workplace based in Ballsbridge, Dublin 4 and features a challenging balance of day-to-day operations and strategic development projects. The core work of SUSI involves the annual processing of large numbers of online grant applications within short timeframes to determine eligibility under the criteria of the Student Grant Scheme. Approximately 100,000 grant applications are received on an annual basis. SUSI has also broadened its functions in recent years and now provides services relating to the 1916 Bursary, the International Protection Student Scheme, the PLC Bursary for Displaced Persons (Ukraine), the National Tertiary Office Programmes and the All-Ireland Scholarship.

Proposed Timeframe	Shortlisting will commence week beginning: 20 th April 2026 Interviews will be held the week commencing: 27 th April 2026 <i>*All dates are subject to change and are for guidance only</i>
Salary	For persons entering public service for the first time, starting pay will be at the minimum point of the APO salary scale, €84,360. This is not negotiable. An incremental salary scale applies thereafter. Previous public sector experience may be eligible for incremental credit, to be determined upon appointment.
Annual Leave	30 working days per annum (pro rata).
Hours of Work	35 hours per week.
Location of Position	The position will be based in SUSI, Shelbourne Road, Dublin 4.
Summary of Position	SUSI is engaged in a major project to develop a new ICT system to support the end-to-end processing of student grant applications. The functionality of the system includes the student-facing online application process, intermediate assessment processes, communications and information services for applicants, external data links and the final payment of awarded grants. Reporting to the Programme Manager, the Analysis and Research Lead will manage a team of business analysts, conducting high-level business and systems analysis, and ensuring the analytical outputs support project delivery and strategic decision-making. The successful candidate will work closely with project managers, technical teams, business stakeholders, and external partners to align ICT developments with user needs and organisational goals. The role will also fulfil the Product Owner function for the MySUSI solution, providing authoritative ownership of business requirements, prioritisation decisions, and user-focused outcomes.

<p>Essential Requirements</p>	<p>Each candidate must have the following essential criteria:</p> <ul style="list-style-type: none"> • Minimum of 5 years of experience in a senior business analysis or research role within ICT projects. • Demonstrated experience leading and mentoring business analysis teams. • Strong understanding of software development lifecycles (SDLC) and project delivery methodologies (e.g., Agile, Waterfall). • Excellent analytical, problem-solving, and critical thinking skills. • Proficiency in business analysis tools (e.g., Microsoft DevOps, Visio, UML). • Strong communication and interpersonal skills, with the ability to engage stakeholders at all levels. • Experience producing high-quality written reports and presentation materials.
<p>Desirable Requirements</p>	<p>In addition to the essential criteria the ideal candidate will demonstrate proven knowledge, experience and achievement in the following areas:</p> <ul style="list-style-type: none"> • Professional certification in Business Analysis (e.g., IIBA CBAP, PMI-PBA). • Qualifications or experience in UX design or human-centred design. • Project Management qualifications. • Experience in public sector procurement methodologies (e.g. Open Procedure, Competitive Dialogue etc.). • Experience in the public sector or large-scale enterprise ICT environments. • Familiarity with data analysis or service design methodologies. • Strategic Planning. • Experience working in grant administration, grant management, or large-scale eligibility-based schemes, including application processing, assessment, payments, or compliance. • Experience acting in a Product Owner or equivalent role, shaping and prioritising product backlogs based on business rules, user needs, and policy constraints. • Demonstrated understanding of complex rules-based decision systems (e.g. eligibility determinations, entitlements, validations, or exceptions handling).
<p>Principal Duties and Responsibilities</p>	<p>Reporting to the Programme Manager, the Analysis and Research Lead will be responsible for:</p> <ul style="list-style-type: none"> • Providing expert analytical and research knowledge for the duration of the programme. • Providing insights, guidance, and specialised knowledge to inform the development of the Statement of Requirement, business case, and overall solution scope. • Defining analytical objectives, research methodologies, procedures and processes, goals, and outcomes. • Assuring the quality, accuracy, and relevance of research outputs, programme artefacts, and decision-support materials. • Acting as the authoritative source for data-informed decision-making and future-state analysis. <p>The Analysis and Research Lead also works closely with SUSI management, staff, stakeholders, and service providers.</p> <p>This demanding role requires a strong understanding of business analysis and research techniques, including requirements elicitation, data analysis, stakeholder engagement, and evidence-based reporting. The candidate will be responsible for guiding analysis and research activities to ensure the programme is informed by reliable insights, supporting the delivery of a solution that meets strategic and operational needs.</p> <p>Functions currently assigned to the role include the following:</p> <p><i>Project</i></p> <ul style="list-style-type: none"> • Develop and maintain analysis standards, templates, and best practices to ensure consistency and quality.

- Conduct stakeholder analysis, needs assessments, feasibility studies, and gap analyses.
- Oversee requirements gathering, validation, and traceability throughout the project lifecycle.
- Facilitate workshops, interviews, and focus groups to elicit detailed requirements.
- Provide analytical support to project planning, risk management, and solution design processes.
- Produce high-quality documentation, including business process maps, impact assessments, and options appraisals.
- Ensure analysis activities align with project timelines, budgets, and quality expectations.
- Translate business requirements into functional specifications and user stories in collaboration with technical teams.
- Serve as the lead for all analytical and research efforts supporting the programme, including the development of current and future state assessments, benefits realisation strategies, and impact evaluations.
- Plan and prioritise research and analysis activities in a dynamic environment, accounting for critical milestones, evolving priorities, and dependencies.
- Collaborate with business analysts, solution architects, project managers, and stakeholders to understand information needs and design appropriate research and analysis activities.
- Oversee the development of research plans, questionnaires, surveys, and other data collection instruments to gather qualitative and quantitative insights.
- Interpret data from multiple sources, performing root cause analysis, trend analysis, and gap analysis to support programme decision-making.
- Translate research findings into actionable recommendations, highlighting implications for design, implementation, risk management, and stakeholder engagement.
- Ensure rigorous validation of research findings, drawing on internal and external data sources as appropriate.
- Stay current with best practices in public sector analysis and research, recommending innovations to improve insight quality and programme performance.
- Provide expert advice to the Programme Manager and governance forums on the analytical validity and implications of project decisions.
- Report progress and escalate issues to project leadership as needed.

Team

- Lead and manage a team of business analysts, assigning tasks, reviewing outputs, and supporting their professional development.
- Contractors: Collaborate effectively with external research or evaluation consultants to deliver high-quality outputs within scope and timeline.
- Work closely with the SUSI Strategy, Policy, and ICT teams to align research outputs with strategic objectives, operational planning, and transformation initiatives.
- Participate in stakeholder workshops, governance meetings, and programme events.
- Demonstrate flexibility and adaptability as the team and roles evolve over the deployment lifecycle and transition to SUSI BAU.

Change/Communications

- Act as a Subject Matter Expert on all matters relating to data and research, including the design and interpretation of studies, modelling, evaluation, and insights synthesis.
- Liaise with clients and stakeholders to ensure all requests for data or analysis are clearly scoped, prioritised, and followed through to completion.
- Identify emerging risks and issues through ongoing analysis, supporting proactive risk mitigation and continuous improvement.

	<ul style="list-style-type: none"> • Change Control: Support the change control process through evidence-based impact assessments and recommendations. • Provide regular progress updates to the project steering group and other relevant management bodies, including insight briefings and decision-support papers. <p>Key Deliverables</p> <ul style="list-style-type: none"> • Development of a research-informed Statement of Requirement and MySUSI Solution scope. • Delivery of the following artefacts in collaboration with the wider programme team: <ul style="list-style-type: none"> • Business process analysis reports and process maps. • Current and future state assessments, including capability gaps and readiness analysis. • Stakeholder analysis and engagement strategies. • Data collection tools and research protocols. • Research findings reports and insight briefings. • Programme evaluation and benefits realisation framework. • Risk assessments informed by research evidence. • Lessons learned reports and post-implementation review materials. • Any other key deliverables as directed by the Programme Manager.
--	---

<p>Competencies</p>	<p>Leadership</p> <ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the Department / Organisation. • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise. • Leads and maximises the contribution of the teams as a whole. • Considers the effectiveness of outcomes in terms wider than own immediate area. • Clearly defines objectives / goals & delegates effectively, encouraging ownership and responsibility for tasks. • Develops capability of others through feedback, coaching & creating opportunities for skills development. • Identifies and takes opportunities to exploit new and innovative service delivery channels. <p>Analysis & Decision Making</p> <ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather all information needed on an issue. • Understands complex issues quickly, accurately absorbing and evaluation data (including numerical data). • Integrates diverse strands of information, identifying inter-relationships and linkages. • Makes clear, timely and well-grounded decisions on important issues. • Considers the wider implications of decisions on a range of stakeholders. • Takes a firm position on issues s/he considers important. <p>Management & Delivery of Results</p> <ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard. • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances. • Ensures quality and efficient customer service is central to the work of the division. • Looks critically at issues to see how things can be done better. • Is open to new ideas initiatives and creative solutions to problems. • Ensures controls and performance measures are in place to deliver efficient and high value services. • Effectively manages multiple projects.
----------------------------	--

Interpersonal & Communication Skills

- Presents information in a confident, logical and convincing manner, verbally and in writing.
- Encourages open and constructive discussions around work issues.
- Promotes teamwork within the section, but also works effectively on projects across Departments / Sectors.
- Maintains poise and control when working to influence others.
- Instils a strong focus on Customer Service in his/her area.
- Develops and maintains a network of contacts to facilitate problem solving or information sharing.
- Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system.

Specialist Knowledge, Expertise and Self Development

- Has a clear understanding of the roles, objectives and targets of self and the team and how they fit into the work of the unit and Department / Organisation.
- Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities.
- Is considered an expert by stakeholders in own field / area.
- Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role.

Drive & Commitment to Public Service Values

- Is self-motivated and shows a desire to continuously perform at a high level.
- Is personally honest and trustworthy and can be relied upon.
- Ensures the citizen is at the heart of all services provided.
- Through leading by example, fosters the highest standards of ethics and integrity.

Note: Having read the competencies and thought about the demands of the role, for each of the above competencies candidates will be asked, on the application form, to demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date which clearly demonstrates your suitability for this position, within your application form.

Ideally you should include all elements of the STAR competency framework which is outlined as follows:

Situation	Present a challenging situation you found yourself in.
Task	What did you need to achieve from the situation?
Action	What action did you personally take to achieve this?
Result	What was the result of your action?

Terms & Conditions of Appointment

- This is a specific purpose appointment for the purpose of fulfilling the role of Analysis Research Lead for the MySUSI Programme.
- The appointment will be subject to the sanction of the Chief Executive.
- Any offer will be subject to the receipt of two satisfactory references.
- The appointment will have a probationary period, details of which will be stipulated in the contract of employment.
- Appointment is to City of Dublin ETB as a whole. City of Dublin ETB reserves the right to transfer staff as the needs of the organisation dictate.
- The person appointed to the post will be required to contribute to the relevant Superannuation Scheme.
- For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate before they are appointed, to undergo at City of Dublin ETB's expense, a medical examination by a qualified practitioner nominated by City of Dublin ETB.
- Extern work may not be undertaken without the prior consent of City of Dublin ETB.

<p>Citizenship Requirements</p>	<p>Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreement may also apply. Please visit the link below for updates to these requirements: Coming to Work in Ireland - Workplace Relations Commission</p> <p>Please note that upon appointment the successful candidate must have valid right to work status.</p>
<p>Termination</p>	<p>The appointment will be terminated by one month's notice in writing on either side.</p>
<p>Garda Vetting</p>	<p>City of Dublin ETB is registered with the National Vetting Unit (NVU) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the organisations recruitment and selection process, offers of employment will be subject to NVU disclosures, where applicable.</p> <p>City of Dublin ETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment.</p>
<p>Sick Leave and Special Leave</p>	<p>Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for Officers employed under the Schemes of Education and Training Boards.</p>
<p>Superannuation & Retirement</p>	<p>The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie.</p> <p>Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.</p> <p>Key provisions attaching to membership of the Single Scheme are as follows:</p> <ul style="list-style-type: none"> • Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age). • Retirement Age: Scheme members must retire on reaching the age of 70. • Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-dated each year by reference to CPI). • Post retirement, pension increases are linked to CPI.
<p>Pension Abatement</p>	<p>If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her 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. Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.</p> <p>However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the</p>

	reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
<p>Department of Education Early Retirement Scheme for Teachers Circular 102/2007</p>	<p>The Department of Education introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).</p>
<p>Exclusions</p>	<p>Candidates should note that persons who have taken part in Public Service early retirement schemes including the following are not eligible to take part in this competition:</p> <p>Incentivised Scheme for Early Retirement (ISER): It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the <i>same employment or the same sector</i>. Therefore, such retirees may not apply for this position.</p> <p>Department of Health and Children Circular (7/2010): The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. Persons who availed of either of these schemes are not eligible to take part in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p> <p>Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013): The Department of Environment, Community & Local Government Circular Letter LG (PP) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed below, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 - 2011 and the Public Service Pensions (single Scheme and other Provisions) Act 2012) for a period of two years from their date of departure under this Scheme. These conditions also apply in the case of engagement / employment on a contract for service basis (either as a contractor or as an employee of a contractor).</p> <p>Collective Agreement Redundancy Payments to Public Servants: The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payment to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public interests Acts 2009 – 2011) for a period of two years from termination of the employment. People who have availed of this scheme a who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p>

Ill Health Retirement	Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.
Pension Accrual	A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.
Additional Superannuation Contribution	Please note that an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017 is payable for this employment.
Declaration	Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement, including schemes not specifically mentioned above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.
Referees	Candidates must supply details of two referees on their application form, please note that these referees should have knowledge of you and your work to whom professional reference can be made. One of which should be your current or most recent employer. Referees may be contacted pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.

Notes:

- Applicants must create a profile in order to apply for positions via our online system, which can be done through the link below.
- Creating a profile is **NOT** applying for a position.
- After a profile is created only then can positions be applied for. The system will generate an email advising that a position has been applied for, and will provide the reference number. If you do not receive this confirmation you have not applied for the position.
- Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when forwarding applications are not the responsibility of City of Dublin ETB. Therefore, candidates are strongly advised to submit applications well before the 12 noon deadline on the specified closing date.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications may not be considered.
- All enquiries regarding your application should be made to applications@cdetb.ie. You must use the post reference in the subject line of the email.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after appointment, in summary dismissal.
- Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.
- Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by City of Dublin ETB.

Completed online applications should be submitted no later than:

12 noon on Friday 17th April 2026

Late applications will not be accepted. Shortlisting may take place.

Canvassing will disqualify.

City of Dublin Education and Training Board is an equal opportunities employer.

Dr. Christy Duffy
Chief Executive