

Information Guide

Grade VII - Administrative Officer – SUSI

Technical Business Analyst for 1916 Bursary

Specific Purpose Contract

Ref: G7SPS26



City of Dublin ETB is the state education and training authority for Dublin city with over 3,000 staff who provide education and training opportunities for over 34,000 people.

We do this through running Community National Schools, Community Special Schools, Community Hospital Schools and 11 Community Colleges across the city. Our City of Dublin FET College operates across four campuses with 9 faculties in the city, providing Post Leaving Certificate courses, apprenticeships, traineeships and a range of further education and training opportunities for adults. We also provide education services in seven prisons and fund a range of Community Training Centres and Local Training Initiatives.

City of Dublin ETB supports the provision, coordination, administration and assessment of youth work in Dublin city, and is the lead partner in Music Generation Dublin City. City of Dublin ETB is also responsible for Student Universal Support Ireland (SUSI), the national awarding authority for student grants in Ireland.

Our provision is supported by the Head Office administrative staff in Ballsbridge. Other support services include a psychological service, a curriculum development unit, a learner support and engagement service, an employer engagement service, a data and strategic planning unit and a buildings maintenance unit.

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.

Please note that a Panel may be formed from which future Specific Purpose vacancies in the 1916 Bursary at Grade VII Level that may arise may be filled.

Proposed Timeframe	Shortlisting will begin week commencing: 21 st September 2026 Interviewing will take place week beginning: 5 th October 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 Grade VII salary scale, €61,216. p.a. 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	29 working days per annum (pro rata).
Hours of Work	35 hours per week.
Location of Position	The position will initially be based in SUSI, Shelbourne Road, Dublin 4.
Summary of Position	The Technical Business Analyst will support the delivery of the 1916 Bursary Digital Enhancement Project and contribute to the ongoing strategic development of the Bursary Scheme. The post holder will provide business analysis, process improvement, project delivery and business transformation capabilities across a range of initiatives designed to enhance service delivery, operational effectiveness, governance, stakeholder engagement and the long-term sustainability of the Scheme.

	The post holder will play a leading role throughout all phases of the Digital Enhancement Project, working closely with the appointed delivery partner and relevant stakeholders. This will include facilitating workshops, analysing and optimising business processes, eliciting and documenting business, functional and technical requirements, developing user stories, supporting solution architecture and design, and overseeing the successful delivery and implementation of technology solutions. The post holder will provide end-to-end oversight of the Software Development Life Cycle (SDLC), including business and functional analysis, technical analysis, requirements traceability, solution validation, Functional Acceptance Testing (FAT), User Acceptance Testing (UAT), deployment readiness, implementation support and post-implementation review activities. The post holder will ensure that solutions are fit for purpose, deliver measurable business benefits, and align with organisational, operational and strategic objectives. The post holder will work closely with the 1916 Bursary Team, SUSI Business Units, Higher Education Institutions (HEIs), the Department of Further and Higher Education, Research, Innovation and Science (DFHERIS), external suppliers and other stakeholders, and will develop and maintain key project artefacts, including business and functional requirements, technical specifications, process maps, business cases, options appraisals, testing strategies, test scripts, implementation plans, benefits realisation measures and other supporting project deliverables. In addition to project delivery responsibilities, the post holder will support wider strategic initiatives relating to the future development of the 1916 Bursary. This may include research and analysis, business process reviews, policy, procedure and process development, service improvement initiatives, operational readiness activities, stakeholder engagement, organisational change activities and the identification of opportunities to improve the effectiveness and efficiency of bursary administration. The role is intended to provide a flexible strategic, analytical and business improvement resource capable of supporting both strategic priorities and operational requirements as they emerge. As such, the post holder may be assigned to a range of projects, initiatives and operational activities aligned with the evolving needs and strategic direction of the 1916 Bursary Scheme and SUSI.
Essential Requirements	• Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examinations (higher, ordinary, applied or vocational preparation) or equivalent or have passed an examination at the appropriate level within QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. • Have the requisite knowledge, skills and competencies to carry out the role. • Have excellent administrative skills and a high level of ICT literacy including a proven ability to apply technology in the workplace. • Be capable and competent of fulfilling the role to a high standard.
Desirable Requirements	The ideal candidate will demonstrate knowledge, experience or achievement in some or all the following areas: • A degree equivalent to level 7 or higher on the National Framework of Qualifications (or in such other relevant discipline as may be considered appropriate in the discretion of City of Dublin ETB); • AND/OR substantial experience at a level appropriate to the role in an area of work relating to one or more of the below and considered by City of Dublin ETB to be both sufficient and relevant to the key responsibilities for the role outlined further below. • Minimum of 3 years' experience in business analysis, service delivery, or process improvement roles. • Qualifications or experience in business analysis, change management, or service design.

	• Demonstrated experience supporting ICT-enabled transformation projects or programmes. • Exposure to public sector ICT or transformation environments. • Experience supporting the implementation, enhancement, administration or optimisation of enterprise business systems, including Microsoft Dynamics 365, CRM, workflow, case management or comparable platforms. • Familiarity with project delivery methods (e.g. Agile, Waterfall) and systems development life cycle. • Strong understanding of business process modelling and improvement methodologies. • Ability to translate business needs into clear, actionable requirements. • Familiarity with tools such as Visio, UML, Microsoft DevOps, or similar. • Experience supporting workshops, solution design, UAT, implementation planning, testing, user training, or transition to BAU. • Experience working with external vendors or delivery partners • Excellent communication, facilitation, and stakeholder engagement skills.
Principal Duties and Responsibilities	<i>Business Analysis & Process Improvement</i> • Lead the analysis, documentation and validation of business, operational and user requirements. • Coordinate the review and redesign of business processes to improve efficiency, compliance and user experience. • Develop business cases, options papers and recommendations to support decision-making. <i>Solution Design & Delivery</i> • Analyse business processes, systems and data flows to identify opportunities for service improvement and digital transformation. • Translate business requirements into functional specifications, user stories, process maps and other technical documentation. • Provide end-to-end oversight and governance of the Software Development Life Cycle (SDLC), including requirements analysis, solution design, technical analysis, testing, implementation, deployment and post-implementation review. • Work with ICT teams, vendors and stakeholders to support solution design, configuration, testing, implementation and transition to business-as-usual operations. • Lead the system integrations, data migration activities, Functional Acceptance Testing (FAT), User Acceptance Testing (UAT) and defect resolution to ensure solutions meet business requirements. • Develop and maintain a strong working knowledge of Microsoft Dynamics 365 and associated SUSI systems to support business analysis, solution design, testing, implementation, reporting and continuous improvement activities. <i>Stakeholder Engagement & Change</i> • Lead workshops and consultations with stakeholders (DFHERIS, SUSI Business Units, HEIs etc.) to define requirements and support organisational change. • Develop training, guidance and communication materials to facilitate adoption of new processes and systems. • Build effective relationships across internal and external stakeholder groups. <i>Governance & Continuous Improvement</i> • Contribute to programme governance, reporting and assurance activities. • Lead the benefits realisation, lessons learned and continuous improvement initiatives. <i>Key Deliverables</i> • Documented and validated business, operational, user, system and technical requirements for strategic, business improvement and digital transformation initiatives. • Requirements outputs including user stories, process maps, acceptance criteria, traceability records, business rules and supporting solution documentation.

	• Current-state and future-state process maps across relevant administrative, operational, reporting and digital service functions. • Research, analysis, option appraisals, briefing papers and recommendations to support strategic decision-making and service development. • Business cases, feasibility assessments and governance submissions supporting strategic initiatives and investment decisions. • Discovery, consultation and stakeholder engagement outputs, including workshop findings, requirement summaries, recommendations, risks, dependencies and agreed actions. • Documentation supporting all phases of the Software Development Life Cycle (SDLC), including functional and technical analysis, requirements specifications, solution design inputs, test scenarios, acceptance criteria, UAT documentation, defect management, deployment readiness assessments, implementation planning and post-implementation review activities. • Implementation and transition outputs, including training materials, user guidance, operational procedures and business-as-usual transition documentation. • Governance and reporting outputs, including project updates, performance information, requirements log, risk and issue inputs, decision records and benefits-tracking evidence. • Contributions to wider strategic priorities, business improvement initiatives, organisational change activities and the ongoing development of the 1916 Bursary. • Undertake such other duties, projects, initiatives and responsibilities as may be assigned by the 1916 Bursary Co-ordinator.
Competencies	<i>Team Leadership</i> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing performance issues if they arise. • Provides clear information and advice as to what is required of the team. • Strives to develop and implement new ways of working effectively to meet objectives. • Leads the team by example, coaching and supporting individuals as required. • Places high importance on staff development, training and maximising skills and capacity of team. • Is flexible and willing to adapt, positively contributing to the implementation of change. <i>Analysis & Decision Making</i> • Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors. • Takes account of any broader issues and related implications when making decisions. • Uses previous knowledge and experience in order to guide decisions. • Makes sound decisions with a well-reasoned rationale and stands by these. • Puts forward solutions to address problems. <i>Management & Delivery of Results</i> • Takes responsibility and is accountable for the delivery of agreed objectives. • Successfully manages a range of different projects and work activities at the same time. • Structures and organises their own and others work effectively. • Is logical and pragmatic in approach, delivering the best possible results with the resources available. • Delegates work effectively, providing clear information and evidence as to what is required. • Proactively identifies areas for improvement and develops practical suggestions for their implementation. • Demonstrates enthusiasm for new developments / changing work practices and strives to implement these changes effectively.

	• Applies appropriate systems / processes to enable quality checking of all activities and outputs. • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers. Interpersonal & Communication Skills • Builds and maintains contact with colleagues and other stakeholders to assist in performing role. • Acts as an effective link between staff and senior management. • Encourages open and constructive discussion around work issues. • Projects conviction, gaining buy-in by outlining relevant information and selling the benefits. • Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances. • Presents information clearly, concisely and confidently when speaking and in writing. Specialist Knowledge, Expertise and Self Development • Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department / Organisation and effectively communicates this to others. • Has high levels of expertise and broad knowledge of FET relevant to his/her area of work. • Focuses on self-development striving to improve performance. Drive & Commitment to Public Service Values • Strives to perform at a high level, investing significant energy to achieve agreed objectives. • Demonstrates resilience in the face of challenging circumstances and high demands. • Is personally trustworthy and can be relied upon. • Ensures that customers are at the heart of all services provided. • Upholds high standards of honesty, 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: <table border="1" data-bbox="454 1489 1410 1641"> <tr> <td>Situation</td><td>Present a challenging situation you found yourself in.</td></tr> <tr> <td>Task</td><td>What did you need to achieve from the situation?</td></tr> <tr> <td>Action</td><td>What action did you personally take to achieve this?</td></tr> <tr> <td>Result</td><td>What was the result of your action?</td></tr> </table>	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?
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Terms and Conditions of Appointment	• This is a specific purpose appointment for the purpose of fulfilling the role of Technical Business Analyst for the 1916 Bursary. • 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, not to a particular centre. City of Dublin ETB reserves the right to transfer staff as the needs of the organisation dictates. • 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. External work may not be undertaken without the prior consent of City of Dublin ETB.
Citizenship Requirements	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 Please note that upon appointment the successful candidate must have valid right to work status.
Termination	The appointment will be terminated by one month's notice in writing on either side.
Garda Vetting	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. 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.
Sick Leave and Special Leave	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.
Superannuation & Retirement	The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil/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. 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. Key provisions attaching to membership of the Single Scheme are as follows: - 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 updated each year by reference to CPI). - Post retirement pension increases are linked to CPI.
Pension Abatement	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. 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 reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
Department of Education Early Retirement Scheme for Teachers Circular 102/2007	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).
Exclusions	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: 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; 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). 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). 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).
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	This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act, 2009. Please note that from 1 January 2019 PRD will be replaced by an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.
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, The Hire Lab.
- 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.
- Applicants with queries should contact applications@cdetb.ie for assistance quoting the reference number, however applicants with technical queries should use the help function available at the login area.
- 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 submitting applications are not the responsibility of the 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.
- City of Dublin ETB may contact the named referees and/or employers for a reference should you be called to interview.
- 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.

Latest date for receipt of completed online applications for this competition is:

12 noon on Monday 21st September 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.**