



OLLSCOIL NA GAILLIMHE  
UNIVERSITY OF GALWAY

## Notice to all current University of Galway Staff

(with three months' continuous service at the closing date of the advertised post)

### Note to Internal Applicants.

Successful candidates who are currently permanent employees of the University and who accept temporary reassignment, will retain the right to their permanent substantive grade with the University under the following terms:

1. Temporary posts of one year or less - at the end of the reassignment period, the permanent employee will return to their substantive permanent post.
2. Temporary posts of in excess of one year – at the end of the reassignment period, the permanent employee does not retain the right to their substantive post but instead may be reassigned to the next suitable vacancy at their substantive grade.
3. Where a succession of temporary posts exceeds 12 months on the aggregate, the permanent employee will be assigned to the next suitable vacancy at their substantive grade.

*The above conditions will not apply where the individual commits to the period of assignment. However, if a successful candidate leaves the post to take up another temporary assignment the above criteria will apply.*

Post Title & Subject Area:	Senior Business Analyst
Unit:	Office of Organisational Transformation
Post Duration:	Fixed Term Contract (2 years)
FTE:	1 FTE
Grade:	Grade 5
Reports to:	Curriculum Management Business Readiness Programme Lead
Comp Ref:	011770



## 1. Job Advertisement

Applications are invited for an appointment as Senior Business Analyst, Grade 5, 1 FTE, fixed term contract in the Office of Organisation Transformation at University of Galway.

Appointments will be offered on a fixed-term basis on a 2-year contract. A panel may be formed from this competition.

Information on the University's Strategic Plan is available at: [Strategy | Straitéis 2025-30 - University of Galway](#)

For informal enquiries, please contact [helen.mahon@universityofgalway.ie](mailto:helen.mahon@universityofgalway.ie)

**Salary: €62,870 - €85,235** per annum pro rata for part time/short term roles (applicable to new entrants effective from January 2011) and in accordance with the terms and conditions of the [QA321 University's Remuneration & Payroll Policy](#).

This appointment will be made on the Grade 5 pay scale in line with current Government pay policy.

**Closing date for receipt of applications is 17:00 (Irish Time) on Wednesday, 20<sup>th</sup> May 2026. It will not be possible to consider applications received after the closing date. Interview will take place shortly after the closing date.**

Garda vetting may apply.

Appointments will be conditional on work authorisation validation. Further details are available at [www.dbei.ie](http://www.dbei.ie)

For more information and Application Form please see [Jobs - University of Galway](#). Applications should be submitted online. Please see further information on how to apply here: [E-Recruit - University of Galway](#) and [Guidelines for On-line Applications \(universityofgalway.ie\)](#)

Please note that appointments to posts advertised will be dependent upon University approval, together with the terms of the Employment Control Framework for the higher education sector.

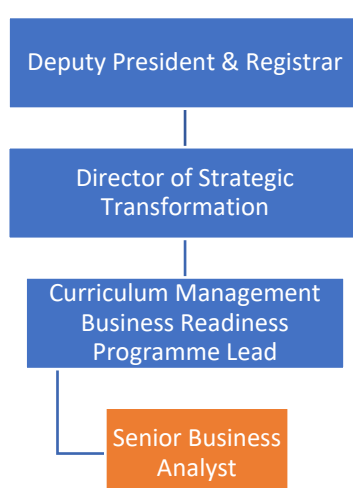
University of Galway is an equal opportunities employer.

## 2. Background

The University is engaging in updating and moving the current Curriculum Management System from Akari to CourseLeaf. This move from Akari to CourseLeaf is time critical and a substantial enabling element of a wider student records programme. This will entail sorting and cleaning of curriculum data and an initial integration between CourseLeaf and Quercus. CourseLeaf will subsequently move to integrate with any future new Student Information System, when implemented.

## 3. Role Relationships

Reporting directly to the Curriculum Management Business Readiness Programme Lead the post holder will have specific daily contact with:



The post holder has general contact with:

- Curriculum & Timetabling project team
- ISS Staff
- Registry Staff
- Unit and College users
- Vendors

## 4. Main Purpose of Job

Working as part of a team, and reporting to the Curriculum Management Business Readiness Programme Lead, the Senior Business Analyst will be responsible for the provision of end user and application support for Turas project. The Senior Business Analyst will be expected to acquire in-depth knowledge of the applications and related business processes. Liaising closely with relevant ISS and business unit colleagues, they will be responsible for the specification, configuration and implementation of application changes and upgrades, and associated process improvements, as well as the introduction of new or replacement applications, where relevant.

The Senior Business Analyst will act as the primary liaison between stakeholders and the Curriculum project team for the implementation or enhancement of the system. This role involves eliciting, analysing, and documenting business requirements, ensuring alignment between the institution's academic and administrative needs and the technical solution. The ideal candidate will have experience in higher education student systems and a track record of delivering similar complex projects.

#### **5. Main Duties and Responsibilities:**

The duties and responsibilities of the position include, but are not restricted to, the following:

- Work as part of the curriculum management team to identify opportunities for business transformation and business process automation.
- Understanding the "As Is" process and assisting the team and stakeholders to solutioning the "To Be" process, through a combination of Business Process and System configuration
- Lead requirements gathering sessions with key stakeholders across academic, administrative, and IT functions.
- Responsible for documenting and analysing business processes, workflows, and identify any gaps
- Translate business needs into functional specifications, user stories, and acceptance criteria.
- Work closely with the IT development team and vendors to ensure requirements are understood and delivered.
- Support configuration, testing, and validation of the system, including data migration and integration with other systems
- Conduct impact assessments for process changes and system updates.
- Facilitate workshops and training sessions for end users, ensuring smooth adoption of new processes and tools.
- Assist in project governance, risk management, and reporting on progress, issues, and dependencies.
- Provide expert advice on best practices in student information management and regulatory compliance (e.g., GDPR, accreditation requirements).
- Responsible for addressing and putting mitigation to identified risk areas
- Any other duties that may be assigned from time to time

## **6. Requirements for the role:**

**The successful candidate will demonstrate the eligibility requirements below in terms of qualification, skills and experience:**

### **Essential**

- A primary degree, or equivalent (NFQ Level 8) preferably in Information Technology, Computer Science or other relevant field.
- A minimum of five years' relevant work experience as a business analyst, which should include the provision of comprehensive end-user and application support and service management support, as well as experience in the provision of specification, procurement, and implementation of IT applications, preferably in Higher Education or other complex business environment.
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working with a variety of stakeholders to effect continuous improvement.
- A proven track record in the management and delivery of complex projects / IT implementation.

### **Desirable**

- Direct experience of the implementation of ITIL or other ITSM, and associated certification in same.
- Experience in the use of and/or certification in project management and/or process improvement methodologies such as Prince2, Six Sigma, Lean or Agile would be advantageous.

### **In addition, the successful applicant will possess:**

- A demonstrable aptitude for process and solution evaluation.
- A clear appreciation of information technologies, in particular the following: relational databases, internet technologies, workflow, software development tools and technologies, and systems' integration techniques.
- An understanding of the software development lifecycle, and an appreciation of enterprise architecture.
- An understanding of academic or other complex administrative processes and related supporting technology.
- Excellent interpersonal and communications skills (written and oral).
- A willingness to continue self-development in software products, business analysis techniques, process improvement methodologies, project and change management methodologies, and IT services management frameworks.
- An ability to establish and maintain trust with diverse type of stakeholders.

- A persistent outlook to learn from events and from others in the team, to conduct root cause(s) analysis of issues, and to collectively consolidate and continuously improve corporate knowledge.
- A strong attention to detail, minimising ambiguity in all documentation produced.
- A passion for operational excellence and for providing quality service.
- A strong team and customer orientation, with ability to work under pressure to deadlines and be self-motivated.
- A sense of initiative, and of perseverance when facing setbacks or multiple intermediary steps to solutions.
- The ability to take ownership and show leadership for specific systems, while also learning other systems to second or stand-in for other senior business analysts who normally focus on these systems.

Essential Training The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. Other training may need to be undertaken when required.

The above criteria will be utilised to shortlist and select candidates for interview.

## **Application**

### **A. Existing University of Galway employees**

If you are an existing University of Galway employee, please use the University of Galway Core Portal to apply for this post. The following is a link to the Core Portal <http://ess.universityofgalway.ie>. Core Portal user guides can be found at <https://www.universityofgalway.ie/human-resources/employeeselfservice/>. Please ensure that you read the attached guide prior to applying for this post and allow sufficient time to make your online submission in advance of closing date. Please note that closing dates/times cannot be extended for user error.

Unfortunately, late applications cannot be accepted.

Agency staff who have three months continuous service with the University can apply for internal vacancies. Further information on CORE portal can be found here [CorePortal User Guide - University of Galway](#).

Employment permit restrictions apply for this category of post.

The completed application document must be submitted online to reach the Human Resources Office no later than **Wednesday, 20<sup>th</sup> May 2026**.

### **B. All applicants will receive an acknowledgement of application.**

If you do not receive an acknowledgement of receipt of your application or if you have any other queries regarding the application process please contact [recruit@universityofgalway.ie](mailto:recruit@universityofgalway.ie) or telephone 091-492151.

### **C. Incentivised Scheme for Early Retirement (ISER):**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees are ineligible to apply for this position.

### **D. Pension Entitlements:**

This is a pensionable position. Details of the applicable Pension Scheme will be provided to the successful candidate. The Pension element of this appointment is subject to the terms and conditions of the Pension scheme currently in force within the University. This Scheme may be amended or revised by the Irish Government or its agents at any time.

The Public Service Superannuation (Miscellaneous Provisions) Act 2004 set a minimum retirement age of 65 and removed the upper compulsory retirement age for certain New Entrants to the Public Sector on or after 1 April 2004. Effective from 1st January 2013, The Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks.

Retirement age set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028. Compulsory retirement age will be 70.

**E. Declaration:**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. 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.

**F. 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 Payments 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 Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Please refer to Revenue circular ([www.revenue.ie/en/about/foi/s16/income-tax-capital-gains-tax.../05-05-19.pdf](http://www.revenue.ie/en/about/foi/s16/income-tax-capital-gains-tax.../05-05-19.pdf)) for information on revised tax arrangements which may apply on rehire if you have previously received a redundancy payment from University of Galway.

**G. 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 moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

#### **H. Declaration:**

Applicants will be required to confirm whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. The above represents the main schemes and agreements restricting a candidate's right to be re-employed in the public service. However, it is not intended to be an exhaustive list and candidates should declare details of any other exit mechanism they have availed of which restricts their right to be re-employed in the public service. 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.

#### **I. Annual Leave**

For those existing employees who at any time in the future lose annual leave days on promotion then the standard compensation formula of time off calculated at 1.5 times the annual loss will apply on a once-off basis at the time of promotion.

#### **J. Work Permits:**

Work permits are permits which are granted to non-EU/EEA Citizens to allow them to work in Ireland legally. It's an illegal offense to work in Ireland without a work permit and both the employer and the employee are held responsible. For more information on work permits and for future updates, visit the Enterprise, Trade and Employment website [www.djei.ie](http://www.djei.ie). Please see list of ineligible categories for work permits at <https://dbei.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility//>

#### **K. Hybrid Working**

The University is committed to embracing opportunities for hybrid working, to build a more dynamic, agile and responsive University, while sustaining strong standards of teaching, learning, research and high levels of productivity. The University will continue to be the primary workplace for all staff, however individual hybrid arrangement requests can be reviewed with the Line Manager in conjunction with the University [Hybrid Working Policy](#).

#### **Assessment Procedure**

##### **A. Board of Assessors**

Applications will be considered by a Board of Assessors, who will shortlist and interview candidates. All applications and other materials submitted by applicants will be treated in strict confidence by all panel members and others involved in the administration of the recruitment. No information about the identity of applicants, or details of their applications, will be released to others, except where it is necessary as part of the selection process.

#### **B. Interview Dates**

Candidates will be advised of arrangements in due course. We endeavour to give as much prior notice as possible for interview dates etc. Candidates should make themselves available for interview and presentation on the date(s) specified by the University.

Candidates who do not attend for interview or other test when and where required by the University or who do not, when requested, furnish such evidence as the University requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

#### **C. Referees**

Referees listed on the application form of the successful candidate will be contacted following interview, with the exception of academic posts.

#### **D. Offer**

All candidates will in due course be notified of the outcome of their application. The Human Resources Office will offer the post to the candidate appointed once the appointment has been made by the University Appointing Authority. The successful candidate will be required to submit evidence of age, original qualifications and may be required to complete a medical examination.

Once a conditional job offer has been made, the candidate will be asked to complete a confidential pre-employment health questionnaire that the University's Occupational Health Service will use in order to assess medical fitness to undertake the duties of the post. The information provided on the questionnaire will be used (i) to assess the candidates medical capability to do the job applied for; (ii) to determine whether any reasonable adjustments may be required to accommodate any disability or impairment which the candidate may have; and (iii) to ensure that none of the requirements of the job for which the candidate applied would adversely affect any pre-existing health conditions the candidate may have.

Human Resources Office.