

Role: Workflow Positions
Area: Asset Operations
Sub-Area: Workflow
Location: Dublin
Duration: Permanent & Specific Purpose Contracts
Salary: Competitive
Ref: 794AO17



Irish Water is Ireland's national regulated water utility and is responsible for providing water and wastewater services throughout Ireland. Our mission is to ensure all of our customers receive a clean, safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the health and well-being of the people of Ireland, protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in water services.

Irish Water is part of Ervia group. Ervia is a commercial semi-state company responsible for Irish Water, Gas Networks Ireland and Aurora Telecom. Ervia directly employs over 1,600 people who deliver water, gas and dark fibre broadband services to 1.7 million customers daily.

The Role:

The Workflow Management function within Irish Water is responsible for the efficient bundling and progression of Work Orders for Irish Water, Local Authorities and Services Providers, managing escalated customer complaints, management of transactional activities relating to network operations issues, supporting the development of relationships with key stakeholders, and providing reports and data for activities carried out within the function.

Applications are invited, from suitably skilled and qualified candidates, for consideration for a number of roles in the department, which may include:

- Work Programmes Analyst
- Workflow Planner
- Logistics Analyst
- Workflow Progression Analyst
- Information Analyst
- Escalations Analyst

Knowledge, Skills and Experience:

- Minimum 1 year of experience working within a complex organisation, preferably in the water/utility/regulated industry sector or customer contact/call centre
- Experience in managing large amounts of information/data from multiple sources
- Experience in influencing others through the use of data
- Excellent verbal and written communication skills with an ability to translate technical issues for non-technical audiences
- Third level qualification in a relevant field
- Experience of:
 - Working in a constantly changing environment
 - Developing cross-functional relationships with the business to accomplish objectives
 - Anticipating and solving problems

- Driving continuous process improvements – identifying opportunities, generating ideas, and recommending and implementing solutions
- Computer literate with experience using Microsoft Office software (Office, Word, Excel, and Outlook), and Sharepoint
- Ability to:
 - Develop relationships to accomplish team goals
 - Manage own work
 - Set high standards for self and others
- Strong organisation skills with an ability to multitask
- Microsoft Office (Excel, Word, PowerPoint)

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email:
careers@water.ie.

The closing date for receipt of applications for this vacancy is **17th November 2017**.
Please note that applications submitted after this closing date will not be accepted.

Irish Water is an equal opportunities employer.