

**Role:** Environmental Policy & Licence Support Specialist  
**Area:** Customer Operations  
**Sub-Area:** Customer Strategy & Capability  
**Location:** Dublin  
**Duration:** Specific Purpose  
**Salary:** Competitive  
**Ref:** 126CO21



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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:**

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The Environmental Policy and Licence Support Specialist will be responsible for the licensing and review of trade effluent discharges to IW sewers and consenting the import of tankered wastewaters and to significantly contribute to the development of standards, information and awareness material to support these processes.

The Environmental Policy and Licence Support Specialist will contribute to compliance and enforcement processes as required.

### **Main Duties and Responsibilities:**

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- Main point of contact for all trade effluent licensing related activities
- Communicate WWSCl objectives and initiatives clearly and effectively to internal and external stakeholders
- Design, implement and deliver efficient and effective licensing and administrative processes
- Design and deliver suitable service quality metrics for all licensing processes
- Work closely with WWSCl internal and external stakeholders
- Manage relationship with dedicated Customer Contact Centre team
- Responsible for registers of licensed discharges to sewer and imported wastewater authorisations
- Supporting the Irish Water compliance and enforcement processes, and liaising with relevant stakeholders as required
- Priorities tasks and use of resources to ensure work is completed efficiently and to a high level of quality
- Build collaborative relationships with other industry leaders in order to drive best practice
- Aligning team activities with Customer Operations' work plans and reporting on same
- Work on own initiative to identify and support the delivery of efficiencies within the WWSCl work streams
- Definition, production and collation of progress reports and capturing actions at team meetings to ensure team objectives are tracked and achieved
- Perform other duties as required

## Knowledge, Skills and Experience:

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- Relevant third level qualification with at least 5+ years' experience, ideally in an Engineering/ Environmental/Regulatory or Utility environment
- Effective planning and organising and ability to work under-pressure
- Experience with programme & project methodologies desirable
- PC skills required: extensive use of Microsoft Excel, Word and PowerPoint
- Have excellent analytical skills and be able to identify and analyse problems and potential improvements
- Ability to:
  - Set own high standards of performance and delivering desired results
  - Develop relationships to accomplish team goals
  - Prioritise tasks, work with schedules and manage resources while remaining focused on team goals, coupled with the ability to gain commitment from others
  - Secure and compare information from multiple sources to identify business issues; committing to an action after weighing alternative solutions against decision criteria

**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](mailto:careers@water.ie).

The closing date for receipt of applications for this vacancy is the **21/10/2021**.  
Please note that applications submitted after this closing date will not be accepted.

**Irish Water is an equal opportunities employer.**

*We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called **ibelong** to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.*