

Role: Regional Support Officer
Area: Asset Operations
Sub-Area: Regional Operations
Location: Dublin (East Region)
Duration: Specific Purpose
Salary: Grade F (€37,170 - €55,754)
Ref: 9AOUET22



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.

The Role:

Each Regional Support Officer will be responsible for providing high-quality operational support to their respective office, and act as a key point of contact for their region.

The Regional Support Officer will undertake a number of activities including; management of clerical and administrative duties in-line with industry best-practices; ownership of budgets with responsibility for procurement activities; making decisions and solving problems using analytical skills; managing time-sensitive information including correspondence with internal and external stakeholders, and elected representatives, creation and circulation of weekly and monthly meeting minutes; logistics and event management; governance of timekeeping and attendance records, correspondence, and diaries for Senior Managers; maintenance of office systems; and administration and analysis of key data.

The Regional Support Officer will report directly to the Water and Wastewater Regional Operations Manager and will work closely with colleagues across Irish Water to ensure consistent support in each office, in particular, the Business Support Manager.

Main Duties and Responsibilities:

- Produce correspondence and documents, and maintain presentations, records, spreadsheets and databases using a variety of software packages, such as Microsoft Word, Outlook, Powerpoint, Excel, Access, etc.
- Organise and maintain electronic and paper files for the office and Asset Operations correspondence systems, in accordance with Irish Water's data policy
- Organise and maintain electronic systems (i.e. e-mail and diary systems) for the Regional Operations Manager
- Ensure weekly Time and Attendance records for the team are signed-off
- Manage and collate reports in order to meet statutory and business requirements; perform analysis on data in order to best inform the Regional Operations Manager and/or Business Support Manager and/or Head of Asset Operations
- Collate Local Authority headcount data by creation and maintenance of spreadsheets and organisational charts
- Raise risks and issues, as appropriate, to the Water and Wastewater Regional Operations Manager

- Work closely with the Business Support Manager on cross-functional projects at both a regional and national level
- Take end-to-end ownership of ad-hoc projects as directed by the Regional Operations Manager and/or Business Support Manager.
- Control of assigned budgets, taking responsibility for procurement activities on behalf of the Regional Operations Managers, using the Oracle software system.
- Coordinate and administrate internal as well as external meetings, events, and logistics management in the coordination of regular events and initiatives e.g. management meetings; manage follow-up items such as correspondence and feedback to/from attendees
- Use analytical skills to solve problems and make decisions
- Work closely with Regional Communications staff to ensure that queries from Local Representatives are routed correctly and resolved in a timely manner
- Coordination of responses to customer complaints/escalations from the Function
- Use Irish Water's Enterprise Content Management system (Alfresco) to maintain and update internal databases, intranet sites and update Emergency, Incident Management and similar packs held in the regions on a regular basis
- Attend meetings, take minutes and keep notes on behalf of the Regional Operations Management team
- Order and maintain stationery and equipment, including PPE and related consumables for the region.
- Sort and distribute incoming post, and organise and send outgoing post
- Liaise with colleagues and external contacts to organise travel and accommodation
- Perform other duties as required from time to time

Knowledge, Skills and Experience:

- Minimum 3 years' experience in a similar position, preferably within a large organisation with multiple office locations
- Computer literate with experience using Microsoft Office software (Office, Word, Excel, and Outlook)
- Experience of working with accounts and invoicing software, ideally Oracle
- Quality-driven with strong attention to detail
- Experience with or knowledge of Health and Safety Processes and procedures is desirable
- Ability to:
 - Develop relationships to accomplish team goals coupled with dealing effectively with differences of opinion and conflict management
 - Prioritise tasks, work with schedules and manage resources while remaining focused on team goals
 - Secure and compare information from multiple sources to identify business issues; committing to an action after weighing alternative solutions against decision criteria
 - Set high standards, encouraging others to assume responsibility and accountability for tasks
 - Prioritise own work and maintain flexible approach to work programme, re-prioritising as necessary.
- Strong organisation skills with an ability to multitask
- Excellent verbal and written communication skills
- Demonstrable experience of handling commercially-sensitive and confidential information

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:
uiscecareers@water.ie

The closing date for receipt of applications for this vacancy is 5th December 2022. 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.*