

Role: Senior Process Analyst
Area: Business Services
Sub-Area: Business Change
Location: Dublin / Cork
Duration: Specific Purpose
Salary: Competitive
Ref: 153BS22



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:

Business Change in Irish Water supports the business to select, prioritise and deliver its portfolio of projects. The Business Change area provides support to the business in the areas of Business Process Optimisation, Project Delivery, Portfolio & Resourcing and Change Management. The team provides PMO tools, methods and reporting capability, including benefits management.

The Business Process Optimisation team has responsibility within the Business Change team for supporting the development and implementation of the Process Excellence Framework and delivery across the Irish Water organisation.

Reporting into the Business Process Optimisation Manager, the Senior Process Analyst will be responsible for understanding business process challenges, reengineering current processes and designing new business process to address key business challenges in conjunction with business stakeholders. This will include designing new ways of working alongside key performance analysis to ensure successful delivery. The Senior Process Analyst is responsible for maintaining the quality, completeness and integrity of the end-to-end process design throughout the project lifecycle.

Main Duties and Responsibilities:

- Lead the analysis of current business processes to understand underlying issues
- Develop, maintain and promote process design excellence and standards across the Business Change teams and the wider organisation
- Lead the design of new business processes and/ or changes to existing business processes in line with the relevant design standards and informed by best practice. This will include detailed ways of working
- Through detailed understanding of business processes influence and lead the definition of business requirements in line with the relevant design standards
- Coordinate across people, process and systems to maintain the integrity of the design and optimise business solutions
- Support the Business in delivering outputs and other artefacts required to implement the new ways of working. This includes key business performance analysis to assess delivery success
- Lead the development of business scenarios to test the end-to-end business processes and execute end-to-end business process testing
- Support the deployment of the new ways of working and provide post-implementation support to the Business as required
- Engage and manage the relevant internal and external stakeholders throughout the design and implementation of the process change

- Manage and support assigned direct reports within the team
- Identify opportunities for improvements/ change initiatives, and provide recommendations to the Business Process Optimisation Manager
- Other duties as required from time to time

Knowledge, Skills and Experience:

- A minimum of five years' relevant experience in similar roles, working for comparable organisations
- Related degree or equivalent third-level qualifications
- Excellent analytical and problem solving skills, coupled with the ability to generate innovative business solutions as required
- An understanding of process excellence and process performance management best practice
- Lean experience would be desirable
- Proven track record in dealing with complex issues, proactively and in a timely fashion, along with the ability to communicate complex information to others
- Previous experience with initiating and maintaining strategic relationships both internally and externally, using strong influencing skills to achieve business goals and garner support for business solutions
- Ability to provide coaching in the development of technical skills in others
- Driver of high standards for the individual, team and organisation to deliver the desired outcomes
- Excellent verbal and written communication skills
- Experience working with process modelling and visualisation tools
- Microsoft Visio experience is essential
- Excellent IT skills, i.e. Microsoft Excel, PowerPoint, Word.

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 **27th of May**.
Please note that applications submitted after this closing date will not be accepted.

*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.*

Irish Water is an equal opportunities employer.