

**Role:** Water Technical Training Delivery Manager  
**Area:** People & Safety  
**Sub-Area:** Organisation Development  
**Location:** Nationwide  
**Duration:** Specific Purpose  
**Salary:** Grade C (€75,796 - €113,694)\*  
**Ref:** 67PS23



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Uisce Éireann 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:**

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The Organisation Development team is responsible for managing and supporting the assessment of organisational needs and the design, implementation and evaluation of programs that facilitate the professional development and continuous learning of team members, including executives and emerging leaders.

Reporting to the Learning Talent and Development Manager, the Water Services Technical Training Delivery Manager will be responsible for supporting the on-going management and continual improvement in line with the Technical Training & Capability Roadmap for of technical training capability for Uisce Eireann including training programme delivery, initiative development, training requirement assessment and training needs analysis management. In advance of the Single Public Utility a large focus for this role will be to prepare and embed the systems and frameworks required to stand up this capability, while maintaining the current focus on support water services training with the local authorities.

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

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- Support the Learning Talent and Development Manager to define and shape the Technical Training elements of the L&D strategy
- Deliver, implement, and support the L&D strategy in line with the overall strategy and business objectives of the organisation
- Accountable for the maintenance and update of the technical competency framework, collaborate with the business to ensure all requirements are appropriately reflected
- Define, establish, develop, and maintain the governance framework which ensures the processes, policies and procedures that support the delivery of training services across the organisation are in place
- Build and develop the technical mandatory and non-mandatory competency curriculum
- Responsible for the development, implementation, and delivery of in-house / online Technical Training programmes across all levels of the organisation
- Partner with the UET Programme team to transition support of LA staff training needs to BAU
- Develop and maintain strong business relationships with each business area in addition to WSTG and IMT
- Responsible for the development, input, delivery, and output of a comprehensive organisation wide technical training needs analysis for Uisce Eireann to ensure alignment with business needs and overall L&D strategy. Work with UET Programme Team to set up a process around approach to annual TNA and key stakeholders involved within the process. Ongoing

analysis of demand and spend to identify trends and ensure the critical business training needs are being met and accurate forecasting, tracking and budget is in place

- Collaborate with the L&D Lead to successfully ensure delivery of the L&D / Technical Training Needs Analysis
- Proactively assess, clarify, and validate ad-hoc training requests on an ongoing basis. Work with all business areas to identify their needs, develop a schedule and assign resources to meet those needs
- Support the technical training team members in shaping and implementing efficient and effective processes and adoption of best practice with regards to technical training
- Responsible for the effective management delivery of the Technical Training budget
- Working closely with the business, including Managers and HR Business Partners, to understand the technical requirements for core job-based training required by Uisce Eireann employees, Local Authority Water Services staff, and 3rd party Contractors
- Management and delivery of technical training at all levels within Uisce Eireann, on both an operational and strategic level
- Analyse the requirement, design, and develop training material to appropriate design standards applying learning theory
- Support design and rollout of blended learning solutions including e-learning on an ongoing basis
- Drive a continuous improvement mind-set within the Technical Training team to identify and enable process excellence
- Develop industry knowledge and quickly apply that knowledge across a range of settings
- Optimise the use of technology in Technical Training delivery and management and create clear, relevant, and timely Technical Training management reports
- Ensure reporting on KPIs and key data is captured and reported as required
- eWork closely with the HR transaction team to input into their processes to ensure accurate records at all stages in the Technical Training process, including training records
- Ensure any changes to critical training record information is fed back into the HRTS Team for inclusion
- Stay abreast of any changes in legislation to ensure compliance with legislative requirements
- Any other duties as assigned from time to time that support the Learning, Talent and Development function
- Support ongoing work in the exploration, design, and rollout of UE apprenticeships

### **Knowledge, Skills and Experience:**

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- Relevant third level qualification and or accreditation is desirable
- Minimum of 7 years' relevant experience in HR, Training, Learning & Development or similar
- Highly motivated individual, working to the highest professional standards and with proven ability to deliver results at a senior level
- Excellent analytical skills and ability to identify and analyse problems and potential improvements, and propose and implement solutions at a senior level
- Experience of developing and maintaining effective strategic partnerships with key stakeholders
- Proven track record with dealing with complex issues, proactively and in a timely fashion along with the ability to communicate complex information to others
- Experience of supporting policies, systems and controls and driving the implementation of progressive policies.
- You will have a proven track record in leadership, change & transformation experience ideally in a similar utility, regulated industry or multi stakeholder environment

- Able to work to deadlines and adapt to changing conditions and ambiguity generating effective and pragmatic solutions to new situations and problems as they are presented.
- Previous Water technical experience would be desirable

**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 **2<sup>nd</sup> of June 2023**.  
Please note that applications submitted after this closing date will not be accepted.

\*Please be advised that if successful you will be placed on the salary range based on your skills and experience. Please note the Market reference point (midpoint) of the range is generally the upper end of the offer where someone is deemed to be fully competent to take on the duties of the role, and leaves room for the employee to progress through the pay range as their experience develops further.

**Uisce Éireann 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.*