

Role: Workflow Positions
Area: Asset Operations
Sub-Area: Workflow
Location: Dublin
Duration: Specific Purpose
Salary: Grade F (€ 37,170 – € 55,754)
Ref: 08AOUET23



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:

The Workflow Management function within Uisce Éireann is responsible for the efficient bundling and progression of Work Orders for Uisce Éireann, 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 roles in the following teams:

- Workflow Planning Team
- Workflow Reporting and Progression Team
- Escalations Team
- Business Support and Development Team
- Network Operations Team

Duties may include:

- Managing queries and high profile escalations when required
- Building and maintaining relationships with various stakeholders
- Ensuring team deadlines and key metrics are achieved
- Providing training support to junior staff members as required

Knowledge, Skills and Experience:

- Minimum 2-3 year of experience working within a complex organisation, preferably in the water/utility/regulated industry sector or customer contact/call centre
- Third level qualification in a relevant field or equivalent
- Experience of meeting deadlines and ensuring team metrics are met
- Experience in managing large amounts of information/data from multiple sources
- Experience in influencing others through the use of data
- Experience of providing training to team members
- Experience of using a work management system such as Maximo, GIS and Syclo is desirable
- Excellent verbal and written communication skills with an ability to translate technical issues for non-technical audiences
- 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 strong 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

NOTE:

A panel may be created for Workflow from which current and future specified purpose vacancies may be filled. The panel will fill vacancies which may occur for a 12 month period (panels may be extended).

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 **01 February 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.