



**Role:** Business Services Engagement Lead

**Area:** Business Services

**Sub-Area:** IT Business Partnering

**Location:** Cork/Dublin

**Duration:** Permanent    **Salary:** Competitive    **Ref:** 079S19

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Ervia is a commercial semi-state company which provides strategic national gas and water infrastructure and services in Ireland through our regulated businesses, Gas Networks Ireland and Irish Water. Ervia directly employs over 1,600 people who deliver services to 1.6 million customers daily. Our infrastructure supports economic and social development, protects the environment and enhances the health and quality of life of the Irish people. Ervia is currently undergoing an organisational transformation to centralise the IT, HR, Finance and Supply Chain functions through the formation of an Ervia Business Services model. This will create synergies and a 'one team' Ervia culture. Ervia's Business Services organisation will define, maintain, and operate end-to-end customer focused IT, HR, Finance, Supply Chain capabilities and processes in support of the overall Ervia strategic priorities.

### **The Role:**

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The Enablement team has responsibility for supporting and driving Business Services leadership to ensure effective and efficient operations are delivered across Ervia.

Reporting to the Business Services Engagement Manager, the Business Services Engagement Lead will be responsible for developing and launching colleague engagement initiatives across the business and employee engagement initiatives within EBS. The successful candidate will support best practice approaches to engagement and building the culture frameworks across Business Services.

### **Duties and Responsibilities:**

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- Responsible for developing leading, and implementing engagement initiatives within Ervia Business Services.
- Representing EBS whilst engaging with senior stakeholders in GNI, Irish Water and Group.
- Meeting with the business and understanding the needs and interests of GNI, IW and Group within the wider Ervia context.
- Leading the culture change agenda to promote collaboration and a One Ervia ethos.
- Implement and execute engagement strategies and surveys.
- Manage engagement surveys results/insights/analysis, monthly and ad-hoc feedback results to support colleague engagement.
- Develop and leading programmes based on engagement survey results.
- Report on project progress and KPIs where applicable. Managing the Engagement budget
- Identify areas for improvement in EBS and across Ervia.
- Observe; attitudes and behaviors across EBS ;Develop, lead and implement training programmes and methodologies to address gaps and deliver improvements.
- Develop and roll out colleague feedback strategy and lead the implementation of a programme of activity to gather this feedback from GNI, IW and Group.
- Implement repeatable satisfaction survey methodologies and execute at least annually.
- Lead an approach to gather feedback at the time EBS services are provided (as close to real time as possible).
- Manage the approach for GNI, IW and Group to escalate relevant concerns and complaints; and monitor progress to ensure that complaints are actioned in a timely manner support projects and initiatives being run by the continuous improvement or other teams in EBS.
- Identify targeted improvements from Colleague Fora and feedback mechanisms, liaise with the Continuous Improvement team.
- Coordinate monthly colleague forum, gather feedback and share success stories.

- Develop employee engagement plan and roll out initiatives, ensuring alignment with Group HR engagement.
- Manage the Employee Forum for Ervia Business Services, ensuring communication between senior management and forum members.
- Keeping up to date with best practice and ensuring training is provided as required to EBS staff to enable adherence to standards.
- Drive a 'one team' culture.
- Perform other duties as required from time to time.

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

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- Minimum of 5 years' relevant experience in a "customer" facing position
- Minimum 3<sup>rd</sup> Level qualification in Business / Management or related discipline required
- Experience of working in utility company, a regulated industry or a business/shared services environment desirable
- Experience in identifying and delivering employee engagement initiatives/strategies
- Excellent interpersonal skills including communication and presentation skills
- Ability to engage with and communicate message clearly and concisely at all levels of an organisation up to executive
- Excellent analytical and problem solving skills, coupled with the ability to generate innovative solutions to customer problems
- Proven ability to work within cross functional teams with a collaborative and cooperative approach
- Natural collaborator seeking out opportunities to share knowledge and improve results
- Results focused and have a track record of getting results through others
- Proven track record with dealing with complex issues, proactively and in a timely fashion, along with the ability to communicate complex information to others.
- Committed to providing excellent customer service and have a track record of delivering excellence

**The closing date for receipt of applications for this vacancy is 25<sup>th</sup> June 2019**

Applications, including a current Curriculum Vitae should be emailed to: [recruit@ervia.ie](mailto:recruit@ervia.ie)

**\*Please include the Reference Number for this Role when making an application\***