



Role: Community Liaison Officer

Area: Major Projects

Location: Limerick

Duration: Specific Purpose Contract **Salary:** Competitive

Ref: 019M19

Ervia is a commercial semi-state company which provides strategic national gas and water infrastructure and services in Ireland. Through our regulated business, Gas Networks Ireland, we build and operate one of the most modern and safe gas networks in the world. In 2014, we took responsibility for the operation and maintenance of Ireland's water and wastewater assets through our other regulated business 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.

The Role:

The Community Liaison Officer, will be dedicated to a single, nationally significant, infrastructure project. They will lead engagement with a broad range of national and regional stakeholders. The successful candidate will play a key role in shaping the messages and strategy for how the project engages externally and lead stakeholder engagement with key national and regional stakeholders. The Community Liaison Officer will be responsible for implementing key communications activity for the project, building strong working relationships and ensuring meaningful engagement with stakeholders that is proactive, inclusive and accessible.

Reporting to the project's Communications Manager, the Community Liaison Officer will work closely with the project team, the Irish Water and Ervia communications teams, and any third party consultants engaged on the project to ensure alignment of all internal and external communications.

Travel is required within Ireland.

Duties and Responsibilities:

- Lead engagement with a diverse range of stakeholders on behalf of a nationally significant infrastructure project, including national and local elected representatives and community leaders.
- Build strong working relationships and ensure the project message is understood.
- Manage the communications strategy and stakeholder action plans for the project, to ensure the strategic management of external stakeholder relationships.
- Work closely with the project team (including wayleaves personnel), and Irish Water and Ervia communications teams, to ensure communications are effectively managed.
- Provide support and regular updates to the project Communications Manager, as required.
- Plan, organise and facilitate engagement with individual stakeholders and interested groups across the project area to promote accessible engagement with the project team.
- Serve as project media spokesperson as required.
- Proactively lead the identification of engagement opportunities with relevant nationally important stakeholders to ensure the project message is delivered nationally and across the project area.

- Manage and facilitate meaningful public consultation appropriate for the development of major infrastructure, ensuring transparency, efficiency and public involvement in the consultation and engagement process.
- Manage day-to-day project communications issues for and on behalf of the project team, working with the Communications Manager and third party consultants.
- Contribute to the delivery of the project's media engagement and crisis communications planning, working closely with Irish Water and Ervia communications teams.
- Analyse communications risks and issues as appropriate and work closely with the project team to effectively manage risks.
- Contribute to the production of reports and project information materials.
- Ensure the project message is consistent with broader Irish Water and Ervia messaging and identify possible linkages and opportunities between them.
- Liaise with a variety of communications teams within Irish Water and Ervia including the media, regional, web, call centre, and marketing teams as required to ensure delivery of high quality and consistent, project specific communications.
- Liaise with multi-disciplinary teams within Irish Water and Ervia including Asset Management, Customer Operations, Capital Delivery, and various project teams.
- Provide support and assistance to other Irish Water and Ervia project teams as required.
- Any other duties as required.

Knowledge, Skills and Experience:

- Significant experience in a role that involves stakeholder engagement or external communications across a range of issues and stakeholder groups.
- A minimum of ten years' experience in establishing and maintaining complex stakeholder relationships.
- Relevant 3rd level qualification in an area such as communications, engineering, environmental science OR significant professional experience.
- Stakeholder engagement experience on complex technical or environmental projects, ideally within a regulated or semi-public organisation.
- Knowledge and experience of engaging with key stakeholders, relevant to the project, both nationally and regionally
- Senior level experience in either a utility or other large organisation, including experience of engaging with the top levels within and external to that organisation.
- Previous experience in the execution of large-scale communications strategies.
- Proven ability of managing complex situations involving a diverse range of stakeholders including elected representatives and the media.
- Excellent interpersonal skills and a demonstrable track records of building strong working relationships with high profile stakeholders.
- High level of communication skills including effective networking and presentation skills, and the ability to make complex information understandable to a diverse range of stakeholders.
- Adaptability and the ability to influence outcomes in line with strategic objectives.
- Excellent analytical and solution-driven problem solving skills.
- Experience and knowledge of infrastructure development or the water industry.
- An understanding of planning / regulatory processes is an advantage.
- Excellent verbal and written communication skills.
- Strong organisational skills with excellent attention to detail.
- Ability to work independently and as part of a team in a fast-paced environment.

The closing date for receipt of applications for this vacancy is the 19th February, 2019

Applications, including a current Curriculum Vitae should be emailed to: recruit@ervia.ie or careers@water.ie

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