



**Role:** Continuous Improvement Analyst

**Area:** Business Services

**Sub-Area:** Enablement Services

**Location:** Dublin / Cork

**Duration:** Permanent **Salary:** Competitive **Ref:** 188G18

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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 Continuous Improvement area within Enablement services will drive the Continuous Improvement effort in support of Process Excellence for Business Services.

Reporting to the Continuous Improvement Manager, the Continuous Improvement Analyst role will be responsible for assisting in the creation of a culture of continuous improvement in Business Services. Using a combination of Lean/Six Sigma tools and techniques the successful candidate will be expected to deliver efficiencies across multiple departments.

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

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- Support the Continuous Improvement Manager in implementing improvement opportunities.
- Lead the identification of improvement initiatives working with Yellow Belts and SMEs across a wide variety of departments.
- Make recommendations on overall programme of improvement initiatives.
- Develop close working relationships to drive engagement and participation in continuous improvement initiatives.
- Actively promote a culture of continuous improvement across the organisation.
- Manage and/or co-ordinate the implementation of business process improvements in support of business targets.
- Develop process maps, standard operating procedures, work instructions and document registers as required.
- Ensure all project documentation is updated in accordance with our revision control standards and provide support to the business in maintaining process documents.
- Apply tools, techniques, knowledge and skills to generate opportunities that deliver business benefit – both financial and non-financial.
- Transfer of tools, techniques, knowledge and skills acquired during training sessions to employees.
- Design and implement measures to monitor improvements in operational performance using visual management.
- Network with other continuous improvement team members to exchange and implement learning and good practice - inside and outside the organisation.
- Provide mentoring support to Yellow Belt Holders including Managers.
- Leading cross-functional project teams (5-8 people).

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

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- Minimum of 3 years' experience in Lean, Continuous Improvement executional roles at Green Belt level.
- Green Belt certification required.
- Diploma/ Certification in a Business related discipline desired.
- Be results oriented and have a track record of sustained high performance.
- Strong business and financial acumen to understand business drivers and select projects with genuine business benefits.
- Proficiency in Microsoft Office.
- Experience with documenting business processes and document controlling desired.
- Ability to set own high standards of performance and delivering desired results.
- Flexibility to travel when required.
- Proven ability to create and develop good working relationships to facilitate the accomplishment of work goals, coupled with the ability to gain commitment from others.
- Experience with identifying improvement opportunities, generating ideas and implementing solutions.
- Have excellent analytical skills and be able to identify and analyse problems and potential improvements, and propose and implement solution.
- Experienced presenter with strong verbal and written communication skills and good strategic thinking.

**The closing date for receipt of applications for this vacancy is 26<sup>th</sup> July 2018.**

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\***