



Role: Continuous Improvement Manager
Area: Chief Operations Office
Location: Dublin / Cork

Duration: Permanent **Salary:** Competitive **Ref:** 065G19

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. We are guardians of the national assets and experts in our field. Our infrastructure supports economic and social development, protects the environment and enhances the health and quality of life of the Irish people.

The Role:

Reporting to the Head of Continuous Improvement you will support the design development and deployment of an enterprise methodology and approach to Continuous Improvement and Business Process Excellence.

You will help to develop or transform key organisational programmes which will have significant impact on customer and financial outcomes. You will work closely with business leaders and key stakeholders across the business during and after programme implementation to assess impact.

Duties and Responsibilities:

- Help develop and deploy a Lean maturity assessment model for Ervia, using the results of same to perform gap analysis.
- Work proactively with key stakeholders to develop a Continuous Improvement (CI) transformation roadmap for each business unit.
- Scope, plan and implement a project focused on CI training. Work with stakeholders to define requirements, identify potential solutions and develop and implement a pilot program which will ultimately form the foundation for an Ervia CI academy.
- Review existing CI templates & toolkits and develop a standard toolkit for all business units
- Help develop a suite of training materials for use in CI training (following Lean Sigma methodology)
- Support development and implementation of an operational framework for CI at Ervia to enable sustainable growth of the CI programme
- Act as an advocate, change agent and Lean Sigma coach across the organisation to further develop a culture of CI
- Work closely with relevant business stakeholders to identify and prioritise opportunities for improvement
- Act as a mentor and coach enterprise-wide to ensure CI opportunities are realised through effective project and performance management
- Provide useful data and analytics to relevant stakeholders with respect to key CI initiatives
- Manage critical CI projects and engage pro-actively with key stakeholders to ensure that CI and efficiencies objectives are met

Knowledge, Skills and Experience:

- You will have 7 – 10 years' experience in Business with at least 5 years' experience as a Business Process Improvement practitioner with a successful track record of delivering business process improvements and efficiencies
- You will hold a relevant third level qualification e.g. Engineering, Finance, Project Management and ideally will also hold certification in Lean Sigma methodology
- You will have demonstrated experience as a change agent, working cross functionally to transform processes and deliver impactful business results
- You will be considered an expert in the area of Continuous Improvement and will have demonstrated success in identifying areas where significant improvements have been made
- You will be a natural communicator with the ability to influence at all levels of the organisation
- You will be well regarded as a coach and mentor ideally in Lean Sigma, Project Management or related areas that enable business transformation success
- You will have demonstrated the ability to build credibility across a broad range of stakeholders with a proven track record of delivering against business objectives
- You will have significant experience in data analytics and trend analysis
- Ideally you will have worked in a similar role within a relevant industry
- You will be adaptable and flexible with demonstrated capability of managing multiple projects

The closing date for receipt of applications for this vacancy is the 6th June, 2019

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

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