Role: Senior Process Analyst
Area: Business Services
Sub-Area: Business Solutions
Location: Dublin / Cork

Duration: Specific Purpose   **Salary:** Competitive   **Ref:** 105S19

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.

Background:

Ervia has recently undertaken an organisational wide transformation to centralise the IT, HR, Finance and Supply Chain functions across multiple Business Units. The result is the formation of an Ervia Business Services model to drive synergies across functions and drive 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 and cross-functional capabilities and processes in support of the overall Ervia strategic priorities.

The Role:

The Business Process Optimisation team has responsibility within the Change & Transformation team for supporting the development and implementation of the process excellence framework and delivery across the organisation.

Reporting into the Business Process Optimisation Manager, the Senior Process Analyst will be responsible for understanding business process challenges, reengineering current processes and designing new business process to address key business challenges in conjunction with business stakeholders. This will include designing new ways of working alongside key performance analysis to ensure successful delivery. Business processes are frequently designed alongside the introduction of new system functionality to optimise system support for business activities. The Senior Process Analyst is responsible for maintaining the quality, completeness and integrity of the end-to-end process design throughout the project lifecycle.

Duties and Responsibilities:

- Lead the analysis of current business processes to understand underlying issues
- Develop, maintain and promote process design excellence and standards across the Change & Transformation teams and the wider organisation
- Lead the design of new business processes and/or changes to existing business processes in line with the relevant design standards and informed by best practice. This will include detailed ways of working
- Through detailed understanding of business processes influence and lead the definition of business requirements in line with the relevant design standards
- Coordinate across people, process and systems to maintain the integrity of the design and optimise business solutions
- Support the Business in delivering outputs required to implement the new ways of working. This includes key business performance analysis to assess delivery success
- Lead the development of business scenarios to test the end-to-end business processes and execute end-to-end business process testing in conjunction with the project delivery team

- Support the deployment of the new ways of working and provide post-implementation support to the business as required
- Engage and manage the relevant internal and external stakeholders throughout the design, build, test and deployment of the new business processes and ways of working
- Manage and support assigned direct reports within the team.
- Identify opportunities for improvements/change initiatives, and provide recommendations to the Business Process Optimisation Manager
- Perform other duties as required

Knowledge, Skills and Experience:

- Relevant third level degree or equivalent
- A minimum of 5 years relevant experience in similar roles, working for comparable organisations
- Excellent analytical and problem solving skills, coupled with the ability to generate innovative business solutions as required
- An understanding of process excellence and process performance management best practice
- Lean experience is desirable
- Business Analysis experience is desirable; experience capturing and writing requirements for new capabilities, including business requirements for new system capabilities
- Proven track record in dealing with complex issues, proactively and in a timely fashion, along with the ability to communicate complex information to others
- Previous experience with initiating and maintaining strategic relationships both internally and externally, using strong influencing skills to achieve business goals and garner support for business solutions
- Ability to provide coaching in the development of technical skills in other
- Driver of high standards for the individual, team and organisation to deliver the desired outcomes
- Excellent verbal and written communication skills
- Experience working with process modelling and visualisation tools
- Excellent IT skills, i.e. Microsoft Excel, PowerPoint, Word.

The closing date for receipt of applications for this vacancy is 23rd September 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

Ervia is an equal opportunities employer