



Role: Regional Communications Specialist
Area: Group Centre
Sub-Area: Corporate Affairs
Location: Southern region
Duration: Permanent **Salary:** Competitive
Ref: GRP275

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 Southern Region Communications Lead, the Regional Media Specialist will support the delivery of the Irish Water Communications strategy. They will be responsible for strategically planning and implementing proactive and reactive stakeholder engagement/communications for Irish Water and the relevant functions in their region. The successful candidate will be a confident and experienced communicator with the ability to deliver key messages and complex information to media, elected/local officials and business representative groups.

The preferred candidate would have a strong understanding of the water industry, stakeholders regionally, the media environment in which Irish Water operates and have the ability to work on their own initiative but also work effectively with others.

Duties and Responsibilities:

- Develop and manage Irish Water communications in the southern region, evaluating multiple solutions to problems that arise, accessing diverse resources. Act as an escalation point of contact for queries from stakeholder groups, media and elected representatives.
- Assist in the development and implementation of the communications & stakeholder engagement strategy and policy in line with the overall communications strategy and policy defined by Irish Water.
- Follow relevant escalation protocols and reporting procedures.
- Engage with stakeholders/stakeholder groups regarding issues that have been raised.
- Highlight communications risks and issues and propose improvement initiatives
- Draft press releases and communications responses to media on all Irish Water related queries
- Support media training for spokespeople to prepare for attending and speaking at various events and on local media, engaging with elected officials and communities as required.
- Contribute to the development and management of the Irish Water website and other channels as a and ensure any project related communications are accurate and up to date.
- Demonstrate first class customer care and deliver brand values. Liaise with stakeholders/customers face-to-face and on the phone where necessary.
- Keep accurate records of all stakeholders/customer engagement using various communications management tools and systems.
- Provide administrative support to the Regional Communications Lead.
- Raise risks and issues as appropriate to the Regional Communications Lead.
- Other additional duties as required

Knowledge, Skills and Experience:

- Relevant third level qualification in areas such as Communications, Public Relations, Engineering or Environmental Science
- Communications professional with at least 4 to 5 years' experience across the range of communications activities preferably within a regulated and/or semi-public environment or projects
- Proven track record of dealing with complex stakeholder issues, proactively and in a timely fashion, along with the ability to communicate complex information to others
- Experience of developing and maintaining effective partnerships with key stakeholders both internally to an organisation and external
- Relevant experience in the water industry is desirable.
- Excellent verbal and written communication skills
- Take a proactive approach to, problem solving.
- Professional manner with good, time management and personal organisation
- Must-be capable of working on own initiative while also being a team player
- Driver of high standards for the individual, team and organisational accomplishment and delivering desired results
- The ability to capture video and imagery and edit for social media is preferable.

The closing date for receipt of applications for this vacancy is the 19th May 2021

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

*We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called **ibelong** to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.*