

Fixed Term Contract (4 Year Duration)

Title: Programme Delivery & Engagement Lead
Grade: Level F- 4-year Fixed Term Contact
Division: Business Operations
Reporting to: Divisional Manager, Business Operations
Location: East Point, Dublin
Job Reference: **EI.059.24E**

Applicants must have the legal right to live and work and be available to work in the location.

About Enterprise Ireland:

Enterprise Ireland invests in and supports the development of Irish-owned companies on their journey to achieving greater scale and to become global leaders in their field. This provides a platform for strong economic growth and creating and sustaining jobs in communities around the country. Our teams in Ireland and across our network of 39 international offices help Irish companies to develop high-growth strategies and to enter new markets with innovative and sustainable solutions.

Enterprise Ireland's current strategy, "Leading in a Changing World (2022-24)", was developed in the context of our 2030 vision: Irish enterprises creating solutions for global challenges and delivering sustainable prosperity throughout Ireland. Transforming how we deliver our services will be an absolute prerequisite to the successful realisation of our 2030 vision and ambitions. To deliver this, we have established the Enterprise Ireland Service Delivery Transformation Programme where our vision is to enable the organisation to significantly increase its impact through an agile, scalable, digital services model. This will be achieved by transforming our operating model and technology landscape with a 'digital first' approach while delivering change management initiatives to embed the transformation across the organisation.

The programme of change will be delivered over four years using a phased delivery model that will allow the organisation to adapt and scale delivery of its services, deliver a compelling digital experience for its clients, reduce operational risk and deliver public excellence that will strengthen the efficiency and effectiveness of the organisation.

The Programme Delivery & Engagement Lead will be a key senior member of the Service Delivery Transformation Programme Team with responsibility to ensure programme requirements are delivered in line with the agreed scope and delivery plan. The successful candidate will be required to balance organisational objectives, user requirements and technical constraints to ensure optimal delivery of the programme plan. This will involve extensive collaboration with key business stakeholders across the organisation to fully understand and capture business objectives and prioritise them within a set of business requirements. Throughout the programme planning and delivery phases, they will continue to provide guidance and direction to the programme and platform delivery teams to measure alignment with requirements and priorities and be empowered to take corrective action if/when required.

The successful candidate will be passionate about finding the best solution to business problems, exhibit strong leadership and influencing capabilities, and possess an in-depth understanding of how to deliver transformative digital processes, change management and business alignment to achieve a successful programme outcome.



The successful candidate will have an influencing role in shaping the future technological landscape of business processes, building relationships with business and technology teams, internal stakeholders and external service providers to design and deliver innovative, scalable and flexible business solutions.

This role is an exciting opportunity for an experienced business professional who has a deep understanding of both business and technology and has a track record of analysing abstract problems and translating them into design concepts and complex requirements to deliver effective, high-performance IT enhanced solutions.

This role necessitates excellent communication and collaboration skills, as it entails tackling a diverse array of organisational and technical challenges within an ever-evolving environment while maintaining an overall strategic direction and vision. Candidates must be equally adept at thriving within a team dynamic or working independently, showcasing enthusiasm and resilience, and an unwavering commitment to designing and delivering high quality and effective business solutions that meet and exceed the organisation's vision and objectives and deliver long term and sustainable value for the organisation.

Key Responsibilities

Delivery Management

- Drive delivery of the service delivery programme to ensure that the objectives are achieved in line with the agreed resources.
- Ongoing management of the programme plan and reporting of status to the programme steering group.
- Collaborate with programme delivery teams to develop and manage budgets to ensure adequate support and funding.
- Develop risk mitigation strategies and contingency plans to address programme risks and challenges.
- Further define and monitor programme KPIs to monitor success and impact.

Strategic Planning

- Effectively communicate the strategic vision of the programme to all stakeholders.
- Align digital initiatives with organisational goals, ensuring that the overall solution supports and enhances the strategic vision of the organisation.
- Work with stakeholders to define clear and measurable objectives for the programme.
- Prioritise digital initiatives against resource constraints and timelines.
- Adjust strategic and delivery plans in response to changing priorities.

Stakeholder Collaboration & Change Management

- Engage with internal and external stakeholders to gain a deep understand of business needs and objectives.
- Build relationships with key decision makers, staff and external partners to foster collaboration.
- Work with business units to identify areas for improvement and innovation through digital technologies.
- Act as a bridge between technical and non-technical stakeholders, acting as an advocate for business stakeholders, ensuring that a user-centric approach is maintained.
- Manage stakeholder expectations, ensuring the overall programme remains focused and achievable.
- Assess the organisation's readiness for change to understand the level of expectations, awareness and preparedness among stakeholders.

Functional Competencies (Key Skills & Knowledge)

- Significant experience leading and managing large scale digitally enabled business change programmes is essential.
- Proven stakeholder management skills to influence and impact, with both internal stakeholders and external delivery partners is essential.
- Strong business acumen, coupled with the knowledge of how technology can enable and accelerate the achievement of business objectives is essential.
- Strong negotiation skills, influence and creativity to achieve successful outcomes around scope, schedule, costs/budget, issues/risks, and resources is essential.
- A deep understanding of the role of effective change management in large organisational programmes as they undergo significant digital transformation is essential.
- Previous experience in strategic consulting.
- Strong interpersonal and collaboration skills to drive alignment with various functional and business unit stakeholders.
- Ability to develop and implement best practice and framework methodologies.
- Knowledge and preferably prior experience in working in an Agile environment.
- Excellent organizational and time management skills, communication and presentation skills.
- Familiarity with cloud computing platforms and services.
- End user focused, self-motivated individual who is equally comfortable working independently and within a team in a fast-paced technology and business environment with competing priorities.
- Demonstrated ability to appropriately organise and prioritise work items and collaborate effectively across teams.
- Can demonstrate critical thinking and analytics skills.
- Exceptional and advanced English communication skills are required (written, verbal, digital and formal presentations)

Enterprise Ireland Behavioural Competencies**Results Focused**

The ability to remain outcome and results focused with regard to business priorities and organisational goals, monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

Innovation and Risk-Taking

Actively encourages new ideas, experimentation and measured risk-taking, while always being on the lookout for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

Problem Solving and Decision-Making

The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

Client Focused

The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients' objectives and Enterprise Ireland strategy.

Communicating with Impact to Influence Others

Communicates in a manner that will persuade, convince and influence their own staff and others, both internally and externally, in order to motivate, inspire or encourage them to follow a particular course of action.



Teamworking

Co-operates with colleagues, shares information and respects the opinions and values of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation and the client.

Embracing & Leading Change

Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

Acting / Leading with Integrity

Lives the Enterprise Ireland purpose and values, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others, placing the genuine needs of the client, the organisation, and staff ahead of personal agendas.

Networking

Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

Developing Yourself & Others

Creates an environment that enables others to excel in terms of job performance.

Salary Scale

€100,885 to €117,303 per annum contributory superannuation

Rising to €124,787 by long service increments.

€95,841 to €111,438 per annum non-contributory superannuation

Rising to €118,548 by long service increments.

Candidates should note that entry will be at the minimum of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

** Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant.

Application and Selection Process

The selection process may include short-listing of candidates. The selection criteria will be based on the requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (template attached - maximum 2 pages) accompanying your CV.

Applicants should note that, for shortlisting purposes in particular, clear evidence of the functional competency requirements listed as essential in this specification must be demonstrated as part of the supporting document accompanying your CV.



To apply for the position, send a detailed CV and a completed supporting document quoting reference number **EI.059.24E** to hrconnect@enterprise-ireland.com to be received no later than **Wednesday, 5th June 2024**.

N.B. All correspondence will be acknowledged in writing by the HR Department within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact hrconnect@enterprise-ireland.com

ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON TUESDAY, 14th MAY 2024

Enterprise Ireland is an equal opportunities employer.