

Title: Senior Executive – Strategic Engagement & Partnerships, National Enterprise Hub & Start-Ups
Grade: Level E
Department: Global Communications, Strategic Marketing & Events
Business Unit: Client Services
Reporting to: Department Manager – Global Communications, Strategic Marketing & Events.
Location: Enterprise Ireland, East Point, Dublin
Job Reference: EI. 147.24E

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

Role Purpose

Enterprise Ireland is seeking a Senior Executive to manage engagement & partnerships across its 24 Government department and agency partners, stakeholders and MNC partnerships as well as key national and regional stakeholders and representatives across the ecosystem.

The Senior Executive will also manage the project development of the next phase of the National Enterprise Hub technology platform/CRM, partner SLA implementation, website and NEH operating model implementation. This will also include new customer journey mapping to engage wider cohorts of customers and enhancing the digital journey for start-ups across the ecosystem to support pipeline.

The Senior Executive will also play a key role in managing new and existing partnerships with Multinationals including the Google/Enterprise Ireland/LEO 'You're the Business' digital upskill initiative, digital presence and content, regional events and engagement. They will also lead on the development of new partnership activities in Ireland and internationally and on strategic projects in support of start-ups.

Role objectives:

- Lead, develop and manage strategic engagement and partnerships across 24 Government departments and agencies, on behalf of Enterprise Ireland and Department of Enterprise, Trade and Employment (DETE)
- Management of partner SLA's and ongoing operational implementation of the shared objectives and deliverables under those SLAs including referrals process/service design, issue resolution and data sharing
- Management of continuous improvement projects aimed to enhance the partner onboarding, 'become a customer' and overall customer journey management process
- Lead the development of an enhanced customer journey for start-ups across the ecosystem to drive pipeline activity and grow the number of start-ups engaging with Enterprise Ireland.
- Development of annual engagement plans with key strategic partners in Ireland and internationally to include representation, national/regional events, case studies and digital content
- Lead on the development of the next phase of the National Enterprise Hub (NEH) including start-ups on roadmap development and deployment including knowledge base
 - Co-ordinating alignment of NEH technology platforms with LEO/EI technology / CRM projects

- Development of additional customer journeys and primary journey mapping for key sectors/sub-sectors based on user-testing, support classification and taxonomy
 - Management of the NEH operating model implementation
 - Management of NEH governance and engagement across Government ecosystem
 - Developing new partner content and engagement /enablement materials
- Manage engagement with key partners including 'Google/Enterprise Ireland/LEO 'You're the Business' digital upskill initiative' and associated annual programme, content and events to support businesses to go online, grow online and export online
 - Develop annual stakeholder outreach and engagement plans with start-ups to engage national and regional Government, industry and ecosystem stakeholders and drive thought-leadership opportunities,
 - Manage key partnerships with key business representative groups as part of the overall NEH project (IBEC, ISME, Chambers Ireland etc) as well as key start-up stakeholders across the ecosystem
 - Provide operational support for NEH and assist with additional projects and programmes across the department as required.
 - Oversee communications, content and design requirements for NEH partners to engage more customers and DETE requests for data, information and briefings in relation to the NEH.

Functional Competencies (Key Skills and Knowledge)

- Significant experience at a senior level of stakeholder engagement and programme management **is essential**.
- Proven experience of engaging and management senior level partners and networks on key programmes and SLAs **is essential**.
- Experience of managing senior level stakeholder relationships, especially at Government Department official, Ministerial advisor, and political levels **are essential**.
- Experience of managing technology project/programme implementation **is essential**.
- Experience of developing engagement and communications plans for key stakeholder engagements **is essential**.
- Proven ability and experience of initiating, fostering and maintaining strong working relationships with regional and national stakeholders is desirable.
- Excellent oral and written communications skills and experience in preparing briefs, presenting to external audiences.
- Experience managing 3rd party agencies, contracts and procurement.
- A relevant degree/postgraduate qualification in Programme Management/ Business /marketing -related discipline.
- Proven ability to deal with multiple demands and competing priorities to tight deadlines.

Additional key requirements for this role:

- Attendance at events outside of office hours, coupled with undertaking regional and international travel, where required.

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:**€79,086 to €97,130 per annum contributory superannuation**

Rising to €103,106 by long service increments

€76,389 to €92,272 per annum non-contributory superannuation

Rising to €97,951 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.147.24E** to hrconnect@enterprise-ireland.com to be received **on or before 10th January 2025**.

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 HR DEPARTMENT, ENTERPRISE IRELAND ON 03rd DECEMBER 2024

Enterprise Ireland is an equal opportunity employer.

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