



Job Details

Reports to: Director of Transformation & Change

Title: Business Systems Manager

Location: Limerick

Duration: Permanent

Working Hours: (37.5 hours per week (including some weekends))

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door - you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

An experienced operations individual in Consumer facing channel environments, the Business Systems Manager will drive the strategy, operational optimisation and integrity of the Business systems used by Virgin Media. Working collaboratively with all internal and external stakeholders they will ensure that the systems and tools used by the workforce are delivering to support enhanced operational performance , best in class customer experience and are continuously evolving to ensure they are ' fit for the future'.

Specific Tasks/ Duties:

- Business System Manager will be responsible for the day to day management, optimisation, performance and integrity of business systems within our customer channels
- This role will act as the primary point of contact and conduit for all changes, amendments and developments to Virgin Media business systems
- Represent Virgin media Customer and Commercial divisions' interests in all IT related initiatives as required
- Prepare, present and maintain business system requirements strategy working in conjunction with respective Virgin Media IT stakeholders for the delivery of same
- Ensure business rules are kept up to date and change control process are employed for the respective systems
- Act a point of contact for third party partners with regard to their systems capability and performance, supporting Virgin Media processes

- Develop and Report relevant dashboards which track Key Performance Indicators of respective Systems
- Take accountability for efficiency of spend in supporting the systems portfolio, ensuring capability is fully utilised and on-going savings are delivered while growing user experience
- Embed across the business, a robust operational readiness plan for down time, planned upgrades/changed to minimise impact on customer experience and commercial performance.
- Ensure data protection obligations are adhered to in the operations of respective systems and work closely with Virgin Media Regulatory representative to deliver on same
- Demonstrates appropriate balance of challenge and support with stakeholders/partners in business performance and process adherence
- Support any business case preparation / operational readiness contingency planning for changes in operations or commercial management of our channels

The Person:

- Third level qualification in business or Technology related field required or the equivalent 10 years professional working experience at management level in this field.
- Must have minimum 5 years professional work experience in a systems management discipline or in call centre operations / customer channels environment with experience of, IVRs and Customer Order Management Tools
- You will have a proven track record of designing, delivering and owning a business systems strategy in Business to Consumer multichannel environment
- Experience of working with Third Party vendors for onshore, near shore and offshore operations is an advantage.
- Will have experience in leading and delivering successful systems change programmes in consumer facing organisations
- Demonstrated proficiency in lifecycle management of systems infrastructure from a business perspective
- You will have experience in owning a delivering a systems budget with proven track record of optimisation and efficiency delivery
- You will have strong analytical skills, unwavering attention to detail and problem solving skills. You enjoy working with statistics and have a strong track record in bringing commercial clarity and insight to data
- Ability to work alongside senior management at all levels within the business and external service providers / third party partners. Will contribute and influence senior managers using your insights; is an independent thinker with the desire to drive results together.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.