



Job Details

Reports to: Senior Manager Mobile

Title: Connectivity Product Manager

Location:

Duration: Permanent

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:

- Own the VMIE Implementation of the Connectivity Roadmap across the consumer platforms inclusive of any converged product strategies that enable innovative proposition development that drives growth / efficiency / experience
- Define the user experience and deliver initiatives as per the roadmap, including product launches and product enhancements, by working closely cross functionally with local business divisions, corporate departments and other key stakeholders.
- Manage the Connectivity portfolio in life to ensure improved CEX on all applicable product lines delivering increased NPS scores

Specific Tasks/ Duties:

- Own, define and act as the business lead for Implementation of VMIE Connectivity Product Development roadmap.
- Work closely with the proposition team to define and deliver consumer proposition for any new product development to support VMIE commercial objectives.
- Build relationship with Corporate Connectivity team to help shape and prioritise the corporate development and delivery roadmap.
- In conjunction with corporate product development Business Cases as required to secure approval for the Product Development roadmap.

- Be the advocate for connectivity products across the sales and operational teams ensuring regular interaction and two-way learning is taking place contributing to continual improvement for the product areas
- Ownership of the specific product NPS metrics with applicable action plans created to deliver improved customer experience, reduced call volumes and NPS increase
- Define consumer requirements and localise pan European features & language and customer documentation to deliver an optimal customer experience for VMIE customers across multiple platforms.
- Act as subject matter expert on competitor products.
- Develop/deliver train the trainer materials as appropriate.

The Person:

Essential:

3rd level qualification in an engineering or telecoms or business related discipline and/or 3 years recent experience in a similar role.

Experience

Essential:

- 3 years + product management & development experience in mobile or fixed telecommunications
- Demonstrated success in defining requirements and launching products within tight timelines and to a consistently high standard.
- Knowledge of TV, online and mobile technology trends.
- Comprehensive understanding of Broadband and Voice market in Ireland.
- Computer literacy, advanced modelling and spreadsheet skills.

Competencies

Essential

- Strong **commercial acumen** & a **customer** champion by nature.
- Excellent communications, presentation & interpersonal skills.
- **Attention to detail and ability to complete documentation within tight timelines and to a consistently high standard.**
- Proven ability to operate **flexibly** in complex and dynamic working environment.

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.