



Job Details

Reports to: Proposition Manager

Title: Pricing specialist

Location: Eastpoint

Duration: Full-time, 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:

The core objective of this role is to be the local subject matter expert on all pricing initiative both tactical and longer term and to constantly assess the impact of pricing and price changes on the base and overall revenue. The candidate is also responsible for the price mapping of customers during any price change initiatives, the correct rating of new price portfolios and promotions. The candidate is also responsible for the management of telephony rating and general telephony wholesale / cost management

Specific Tasks/ Duties:

- Responsible for the design and development of new pricing initiatives across the base and for new customer acquisition.
- Responsible for pricing analysis within the base and identify price and usage trends within the base. Develop ideas and recommendations to the business to address any challenges or opportunities identified
- Create a monthly dashboard highlighting trends within the base and provide recommendations for improvement to stakeholders.
- Base price change initiatives. Responsible for the customer mapping of current and future price with any changes to price plans. Management of the overall impacts and any special use cases. Ensure accuracy and business validation of any changes to be processed
- Key player in the development of new customer propositions or portfolio changes. Assess the impact of any price changes on the base and the net revenue impact.
- Ensure the accuracy of all pricing and price changes. This role is a critical link between the commercial area and the billing / IT teams to ensure all changes are properly reflected in price workbooks

- Management of the Telephony usage trends, costs and any destination management issues / opportunities.
- Work closely with the on line and marketing communications team to ensure pricing is current in all marketing materials and digital areas
- Work with regulatory and legal teams on any relevant matters including then input of pricing to callcosts.ie
- Keep track of all market and industry trends and best practice in the area of pricing and base optimisation
- Work with local and central insights teams to manage any pricing research initiatives and requirements and ensure they are optimal for the local market

Functions/Activities/Responsibilities:

- Pricing innovation – use analytical skills, market trends and research data to drive innovation and differentiation in the pricing and proposition area.
- Pricing accuracy – Ensure all current and new pricing is communicated in the correct manger to the billing and IT teams and ensure all pricing communications are accurate.
- Pricing delivery - Collaborate with internal teams on the development of new pricing (portfolio changes, promotions, price change) to ensure all pricing questions are answered correctly and all issues are addressed appropriately
- Leverage learnings from the UK and Central to optimise our plans
- Ensure the customer is at the heart of all the changes we make

The Person:

Qualifications / Education Essential:

- 3rd Level qualification is preferable.
- Experience in a pricing environment, yield management area or commercial / financial analytics area
- Expert knowledge of Excel and equivalent programmes

Competencies Essential:

- Highly numeric
- Excellent attention to detail
- A high level of organisational ability.
- Experience in managing multiple internal and external stakeholders.
- Ability to work efficiently and effectively under extreme time constraints to deliver results by critical deadlines
- Clear and concise management and communication skills.
- Sound understanding of the Principles of Marketing.
- Experience in managing cross functional teams

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