



Job Title: Process Improvement Manager
Reporting To: Director of Change and Transformation
Duration: Permanent
Location: Dublin

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 Process Improvement Manager will lead in the delivery of Virgin Media's strategic and operational goals through business process management and continuous improvement activities. The successful candidate will lead a multidisciplinary team with responsibility for the effective management of Virgin Media Ireland's business process function.

Key Duties and Responsibilities:

- Develop and communicate the strategic vision, scope and mission of the Process Improvement team.
- Use Six Sigma and Lean tools & techniques to improve business processes and identify project opportunities
- Expert knowledge of Business Process Management. Experience in process architecture, framework and ensuring there is an appropriate governance structure in place to underpin all process related change
- Leadership of a team of Lean 6-Sigma specialists and process architects, driving team engagement and satisfaction through clear objective setting and personal development plans.
- Define the process initiative roadmap, ensuring all opportunities are focused and aligned on improving the customer experience through operational efficiency
- Develop and Deliver lean/Kaizen/six sigma training and champion a process led culture. Develop the business process framework and architecture.
- Meticulous documentation and data analysis of all improvements, with clearly demonstrated benefits.

The Person:

- Six Sigma Certification -Black Belt & min 5 years' experience in a similar role
- Experience with execution of LEAN and/or Six Sigma process improvements
- Demonstrated successes in managing a team, with high levels of engagement

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

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